Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

Purchasing Office - Bureau des achats: Informatics Professional Services - EL Division/Services professionnels en informatique - division EL Terrasses de la Chaudière 4th Floor 10 Wellington Street Gatineau Québec K1A 0S5	**Title - Sujet** IT Professional Services Omnibus

Contract No. - N° du contrat 47419-252068/002/EL	**Date** 2019-08-05

Client Reference No. - N° de référence du client
1000342068

Requisition No. - N° de la demande
47419-252068

File No. - N° de dossier 640el.47419-252068	**CCC No./N° CCC - FMS No./N° VME**

Financial Code(s) **Code(s) financier(s)** 192060060/267145	**GST/HST** **TPS/TVH** ☐

CONTRACT - CONTRAT

Your proposal is accepted   to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price or prices set out therefor.

Nous acceptons votre proposition de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans les présentes, et aux annexes ci-jointes, les biens, services et construction énumérés dans les présentes, et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires
This document contains a security requirement.

F.O.B. - F.A.B.
Destination

GST/HST - TPS/TVH See Herein - Voir ci-inclus	**Duty - Droits** See Herein - Voir ci-inclus

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:
CANADA BORDER SERVICES AGENCY
333 North River Road
Ottawa
Ontario
K1A 0L8
Canada

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

100714237PG0001
CACHE COMPUTER CONSULTING CORP.
275 Slater Street, Suite 1502
Ottawa
Ontario
K1P5H9
Canada
Operating as: Cache Consulting

Invoices - Original and two copies to be sent to:
Factures - Envoyer l'original et deux copies à:
CANADA BORDER SERVICES AGENCY
2E ETAGE, #260-01
105, RUE MCGILL
MONTREAL
Quebec
H2Y2E7
Canada

Address Enquiries to: - Adresser toutes questions à: Ivy Pui	**Buyer Id - Id de l'acheteur** 640el

Telephone No. - N° de téléphone (613) 858-9873 ( )	**FAX No. - N° de FAX** ( ) -

Total Estimated Cost - Coût total estimatif $2,048,929.99	**Currency Type - Devise** CAD

For the Minister - Pour le Ministre   Pui, Ivy   Digitally signed by Pui, Ivy
Date: 2019.08.05 14:51:52 -04'00'

Canada

Contract Number:	Amendment Number:	Buyer ID:
47419-252068/002/EL		640EL

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1. Requirement

(a) Cache Computer Consulting Corp. (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

(b) **Client**: Under the Contract, the "**Client**" is Canada Border Services Agency (CBSA).

(c) **Reorganization of Client**: The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

(d) **Defined Terms**: Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

2. Task Authorization

(a) **As-and-when-requested Task Authorizations**: The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.

(b) **Allocation of Task Authorizations**: More than one contract has been awarded for this requirement. As a result, the Task Authorizations issued under this series of contracts will be allocated in accordance with the following:

   (i) At the time this series of contracts was awarded, each contractor was allocated an amount of funding as specified in the Limitation of Expenditure based on the evaluation process described in the bid solicitation that resulted in the award of this series of contracts.

   (ii) When a Task Authorization is issued, Canada will use a rotational method to allocate the draft Task Authorizations where the rotation is based on the ranking obtained by the Contractor during the Bid Solicitation.

   (iii) Canada will send the first TA to the first ranked Contractor, the second TA to the second ranked Contractor. This rotational process will be repeated for each subsequent series of TAs issued by Canada.

   (iv) The Contractor sent a draft TA will have the time set out further below under the sub-paragraph entitled "Contractor's Response to Draft Task Authorization" to respond to the Contracting Authority.

   (v) If the Contractor to whom the draft TA is first sent either fails to respond on time or confirms in writing that it refuses to perform the task, the draft TA will then be forwarded to the next-ranked Contractor. In the event that Canada determines the proposed

resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, Canada may, at its entire discretion request that the Contractor propose another resource and the Contractor will have the time set out in the subparagraph "Contractor's Response to Draft Task Authorization" to respond. If the Contractor fails to respond on time or Canada determines that the proposed resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, the draft TA will be forwarded to the next-ranked Contractor.

(vi) If the Contractor refuses a TA or fails to submit a valid response, the dollar value of the TA may be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to the other contractors.

(vii) The process of sending out a draft TA will continue until Canada either cancels the requirement for the task or it has been validly issued to one of the contractors. If none of the contractors can perform the task (in accordance with all the terms and conditions of this series of contracts), Canada may acquire the required Work by other means.

(viii) Any of the contractors may advise the Technical Authority and the Contracting Authority in writing that it is unable to carry out additional tasks as a result of previous commitments under one or more TAs issued under this series of contracts, and no draft TA will be sent to that contractor until that contractor has given notice in writing to the Technical Authority and the Contracting Authority that it is again available to perform additional tasks.

(ix) If it is found that the allocation process described at part (ii) above has resulted in the award of a disproportionate dollar value of work between the Contractors, the Contractors agree that Canada, in its sole discretion, may deviate from the allocation process and issue TAs in the manner required to re-establish a proportional allocation.

(c) **Assessment of Resources Proposed at TA Stage**: Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.

(d) **Form and Content of draft Task Authorization**:

(i) The Technical Authority will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Appendix B to Annex A.

(ii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:

(A) the task number;

(B) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);

(C) the categories of resources and the number required;

(D) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);

(E) the start and completion dates;

(F) any option(s) to extend initial end date (if applicable);

(G) milestone dates for deliverables and payments (if applicable);

(H) the number of person-days of effort required;

(I) whether the work requires on-site activities and the location;

(J) the language profile of the resources required;

(K) the level of security clearance required of resources;

(L)   the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and

(M)   any other constraints that might affect the completion of the task.

(e)   **Contractor's Response to Draft Task Authorization**: The Contractor must provide to the Technical Authority, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), a quotation with the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract, as well as its corresponding proposed resource(s) in accordance with Appendix A to Annex A of the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

(f)   **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations**:

(i)   To be validly issued, a TA must include the following signatures:

(A)   for any TA, inclusive of revisions, with a value less than or equal to $300,000.00 (excluding Applicable Taxes), the TA must be signed by:

(1)   the Technical Authority; and

(2)   a representative from the Strategic Procurement Division (SPD); and

(B)   for any TA, inclusive of revisions, with a value greater than this amount, a TA must include the following signatures:

(1)   the Technical Authority; and

(2)   a representative from the Strategic Procurement Division (SPD); and

(3)   the Contracting Authority.

Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TA's at any time, or reduce the dollar value threshold described in subarticle (A) above; any suspension or reduction notice is effective upon receipt.

(g)   **Periodic Usage Reports**:

(i)   The Contractor must compile and maintain records on its provision of services to the federal government under Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The data must be submitted on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii)   The quarterly periods are defined as follows:

(A)   1st quarter: April 1 to June 30;

(B)   2nd quarter: July 1 to September 30;

(C)   3rd quarter: October 1 to December 31; and

(D)   4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

(iii)   Each report must contain the following information for each validly issued TA (as amended):

(A)   the Task Authorization number and the Task Authorization Revision number(s), if applicable;

(B)   a title or a brief description of each authorized task;

(C)   the name, Resource category and level of each resource involved in performing the TA, as applicable;

(D)   the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;

(E)   the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;

(F)   the start and completion date for each authorized task; and

(G)   the active status of each authorized task, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

(iv)   Each report must also contain the following cumulative information for all the validly issued TA's (as amended:

(A)   the amount, exclusive of Applicable Taxes, specified in the Contract (as last amended, as applicable) as Canada's total liability to the Contractor for all validly issued TA's; and

(B)   the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.

(h)   **Refusal of Task Authorizations or Submission of a Response which is not Valid**: The Contractor is not required to submit a response to every draft TA sent to it by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default in accordance with the General Conditions if the Contractor in at least three instances has either not responded or has not submitted a valid response when sent a draft TA. For greater clarity, each draft TA, which is identifiable by its task number, will only count as one instance. A valid response is one that is submitted within the required time period and meets all requirements of the draft TA issued, including proposing the required number of resources who each meet the minimum experience and other requirements of the categories identified in the draft TA at pricing not exceeding the rates set out in Annex B.

(i)   **Consolidation of TA's for Administrative Purposes**: The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TA's for administrative purposes.

3.   Minimum Work Guarantee

(a)   In this clause,

(i)   "**Maximum Contract Value**" means the amount specified in the "**Limitation of Expenditure**" clause set out in the Contract; and

(ii)   "**Minimum Contract Value**" means $20,000.00 (excluding Applicable Taxes).

(b)   Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

(c)   In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.

(d)   Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract

    (i)   for default;

    (ii)   for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or

    (iii)   for convenience within ten business days of Contract award.

4.   Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

(a)   **General Conditions**:

    (i)   2035 (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

With respect to Section 30 - Termination for Convenience, of General Conditions 2035, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

4.   The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.

5.   Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:

    (a)   the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Work Guarantee, or due to the Contractor as of the date of termination, or

    (b)   the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.

6.   The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

(b)   **Supplemental General Conditions**:

The following Supplemental General Conditions:

    (i)   4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;

    (ii)   4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

apply to and form part of the Contract.

5. Security Requirement

The following security requirements (SRCL #19 and related clauses provided by the Contract Security Program) as set out under Annex "B" to the Supply Arrangement, applies to and forms part of the Contract.

1. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

2. The Contractor personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **RELIABLITY STATUS**, **CONFIDENTIAL** or **SECRET** as required, granted or approved by CISD/PWGSC.

3. The Contractor MUST NOT remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.

4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

5. The Contractor must comply with the provisions of the:

    a. Security Requirements Check List and security guide, attached at Annex C;
    b. *Industrial Security Manual* (Latest Edition).

6. **Additional CBSA Security Requirement:**

    (a) The CBSA, will conduct its own personnel Reliability Status assessment of the Contractor (specifically the Contractor personnel), which is allowed under the Treasury Board Secretariat of Canada's (TBS) "Security and Contracting Management Standard" and the Policy on Government Security – Personnel Security Standard. Reliability Status assessment conducted by the CBSA will include a credit check.

    (b) If the Contractor (specifically the Contractor personnel), has already been screened under the TBS Policy on Government Security - Personnel Security Standard, the Contractor (specifically the Contractor personnel), will still undergo a security screening process to be conducted by the CBSA.

    (c) The credit check and fingerprinting*, if required, will be performed by an authorized security official with the CBSA's "Personnel Security Screening Section" (PSSS), which is independent of the Public Works and Government Services Canada's (PWGSC), "Canadian and International Industrial Security Directorate" (CIISD).

    (d) Until the credit check, fingerprinting* (if required) and all other security screening processes required have been completed and the Contractor (specifically the Contractor personnel) is deemed suitable by the CBSA, the Contractor (specifically the Contractor personnel) will not be permitted access to Protected / Classified information or assets, and further, will not be permitted to enter sites where such information or assets are kept.

    *Fees are applicable. Fingerprinting, if required, will be at the Contractor's cost.

6. Contract Period

(a) **Contract Period**: The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

(i)   The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends two years later; and

(ii)   The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

(b)   **Option to Extend the Contract**:

(i)   The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional two-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.

(ii)   Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.   **Authorities**

(a)   **Contracting Authority**

The Contracting Authority for the Contract is:

Name:	Ivy Pui
Title:	Supply Specialist
Organization:	Public Works and Government Services Canada Acquisitions Branch
Directorate:	Professional Services Procurement Directorate
Address:	10 Wellington Street, Gatineau, Québec K1A 0S5
Telephone:	613-858-9873
E-mail address:	ivy.pui@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

(b)   **Technical Authority**

The Technical Authority for the Contract is:

Name:	Laurent Bellard
Title:	Manager, SAP Competency Centre
Organization:	CBSA, ITSB/BASD/Common & Corporate Systems Division
Address:	355 North River Road, 3rd Floor
Telephone:	343-291-7093
E-mail address:	Laurent.Bellard@cbsa-asfc.gc.ca

In his absence, the Technical Authority for the Contract is:

Name:	Sylvie Gingras
Title:	Director, Common & Corporate Systems Division
Organization:	CBSA, ITSB/BASD/Common & Corporate Systems Division
Address:	355 North River Road, 3rd Floor
Telephone:	343-291-5315
E-mail address:	Sylvie.Gingras@cbsa-asfc.gc.ca

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c) **Strategic Procurement Division (SPD) Representative**

The SPD representative for the Contract is:

Name:	Linda Abboud
Organization:	Canada Border Services Agency
Telephone:	343-291-5576
E-mail address:	Linda.Abboud@cbsa-asfc.gc.ca

The SPD representative is the representative of CBSA for issuance of Task Authorization on behalf on the Technical Authority.

(d) **Contractor's Representative**

Name:	Victoria Fisher
Title:	President/CEO
Organization:	Cache Computer Consulting Corp.
Address:	1502-275 Slater Street
	Ottawa, ON K1P 5H9
Telephone:	613-563-2579 / 613-255-3666
Facsimile:	613-563-2579
E-mail address:	victoria.fisher@cacheconsulting.ca

8. **Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental web sites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

9. **Payment**

(a) **Basis of Payment**

(i) **Professional Services provided under a Task Authorization with a Maximum Price**: For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday**.**

(ii) **Professional Services provided under a Task Authorization with a Firm Price**: For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex B), Applicable Taxes extra.

(iii) **Competitive Award**: The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

(iv)   **Contractor's Firm Per Diem Rates**: The Contractor agrees that the rates set out in Annex B remain firm throughout the Contract Period, except as may be provided for in the express terms of the contract. In reference to Article 18(1) of SACC General Conditions 2035, the Contractor acknowledges that its obligation to provide services in accordance with the firm rates set out in Annex B is unaffected by the application of any existing law or any new law which may come into effect during the Contract Period.

(v)   **Professional Services Rates**: In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

(b)   **Limitation of Expenditure – Cumulative Total of all Task Authorizations**

(i)   Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are excluded and Applicable Taxes are included

(ii)   No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

(iii)   The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

   (A)   when it is 75 percent committed, or

   (B)   4 months before the contract expiry date, or

   (C)   As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,

   whichever comes first.

(iv)   If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c)   **Method of Payment for Task Authorizations with a Maximum Price**: For each Task Authorization validly issued under the Contract that contains a maximum price:

(i)   Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.

(ii)   Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

(d) **Method of Payment for Task Authorizations with a Firm Price - Lump Sum Payment on Completion**: Canada will pay the Contractor upon completion and delivery of all the Work associated with the validly issued Task Authorization in accordance with the payment provisions of the Contract if:

   (i)   an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;

   (ii)   all such documents have been verified by Canada; and

   (iii)   the Work delivered has been accepted by Canada.

(e) **Electronic Payment of Invoices – Contract**

   The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

   (i)   Direct Deposit (Domestic and International)

(f) **Time Verification**

   Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

(g) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**

   (i)   Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

   (ii)   If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises

10.   Invoicing Instructions

(a) The Contractor must submit invoices in accordance with the information required in the General Conditions.

(b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.

(c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

(d) The Contractor must provide a copy of each invoice to the Contracting Authority.

(e) All invoices must be submitted using the following method (**only one copy of the invoice should be sent to CBSA**):

   Email: Only legible electronic (PDF, Word, Excel) files will be accepted; all others will be returned.

   vendors-fournisseurs@cbsa-asfc.gc.ca

   This email address is to be used for submitting invoices and for payment status inquiries.

Direct Deposit:
The Government of Canada will soon be phasing out federal government cheques; we strongly encourage Businesses that supply goods and services to the Government of Canada to enrol in direct deposit for account payable.

Please contact ca-ci@cbsa-asfc.gc.ca to obtain additional information, to confirm direct deposit enrolment process and the steps to be followed.

(f) *IMPORTANT NOTE:* **If a supplier omits any required information pertaining to payment processing from the invoice, the invoice will be returned at the discretion of the CBSA and will not be paid until valid payment referencing is provided.**

11. Certifications and Additional Information

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, any TA quotation and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire Contract Period.

12. Federal Contractors Program for Employment Equity - Default by Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

13. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

14. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

(a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;

(b) Supplemental General Conditions, in the following order:

(i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;

(ii) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

(c) General Conditions 2035 (2018-06-21), Higher Complexity - Services;

(d) Annex A, Statement of Work, including its Appendices as follows;

(i) Appendix A to Annex A - Tasking Assessment Procedure;

(ii) Appendix B to Annex A - Task Authorization (TA) Form;

(iii) Appendix C to Annex A - Resource Assessment Criteria and Response Table;

(iv) Appendix D to Annex A - Certifications at the TA stage;

(e) Annex B, Basis of Payment;

(f) Annex C, Security Requirements Check List;

(g)   the validly issued Task Authorizations and any required certifications (including all of their annexes, if any); and

(h)   the Contractor's bid dated April 25th, 2019.

15.   Foreign Nationals (Canadian Contractor)

(a)   SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

16.   Insurance Requirements

(a)   **Compliance with Insurance Requirements**

(i)   The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

(ii)   The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

(iii)   The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions.   The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

(b)   **Commercial General Liability Insurance**

(i)   The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than $2,000,000 per accident or occurrence and in the annual aggregate.

(ii)   The Commercial General Liability policy must include the following:

(A)   Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

(B)   Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

(C)   Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

(D)   Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(E)   Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided.

Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

(F)   Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(G)   Employees and, if applicable, Volunteers must be included as Additional Insured.

(H)   Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

(I)   Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(J)   Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(K)   If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(L)   Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

(M)   Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(c)   **Errors and Omissions Liability Insurance**

(i)   The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than $1,000,000 per loss and in the annual aggregate, inclusive of defence costs.

(ii)   If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(iii)   The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

17.   Limitation of Liability - Information Management/Information Technology

(a)   This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b)   **First Party Liability**:

(i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:

    (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";

    (B) physical injury, including death.

(ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.

(iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

(iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.

(v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:

    (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and

    (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or $1,000,000.00.

    In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or $1,000,000.00, whichever is more.

(vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims**:

(i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

(ii)   If Canada is required, as a result of joint and several liability or joint and solidarily liable, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.

(iii)   The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

18.   Professional Services - General

(a)   The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.

(b)   If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

(c)   In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

(i)   If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of having this knowledge, the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:

(A)   the name, qualifications and experience of a proposed replacement immediately available for Work; and

(B)   security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

(ii)   Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:

(A)   exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Article titled "Default of the Contractor", or

(B)   assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor to propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that are similar or exceed those obtained for the original resource and be

acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub-article (c).

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

(iii)   The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

(iv)   The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

19.   Safeguarding Electronic Media

(a)   Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

(b)   If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

20.   Representations and Warranties

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have and maintain, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

21.   Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

22.   Government Property

Canada agrees to supply the Contractor with the items listed below (the "**Government Property**").The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

(a)   Laptop computer with remote access capability
(b)   Hoteling station

23. Transition Services at End of Contract Period

The Contractor agrees to execute the transition tasks identified within the Task Authorizations (if applicable) and it will make all reasonable efforts to assist Canada in the transition from the Contractor to a new contract with another supplier.

24. Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

(a)   Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify themselves as Contractor Representatives prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not an employee of the Government of Canada;

(b)   During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

(c)   If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.

(d)   If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.

(e)   In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

ANNEX A

STATEMENT OF WORK

SAP Competency Centre

IT Professional Services Omnibus

1. INTRODUCTION

Canada Border Services Agency (CBSA) is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods.

Under this mandate, CBSA enables effective and efficient administration and operation of border management and its internal operation through the design, development, implementation and ongoing support of innovative tools and solutions.

The Information, Science and Technology Branch (ISTB) provides technology leadership of business applications in support of CBSA's strategic priorities including administrative and corporate programs of the Agency. It ensures effective delivery of technology products, applications and services to meet business needs, while ensuring integrity and availability of all technology infrastructures.

Organizational readiness and stability allows the Agency to achieve its mandate, deliver on its priorities and adapt to an evolving business environment. Investing in a modern IT infrastructure, introducing innovative productivity tools and administrative applications allow CBSA to maintain a high standard of service delivery and improve efficiencies.

To that end, the Common and Corporate Systems Division (CCSD) is responsible for the development, production support and maintenance of innovative business applications. These include mission critical and high-availability systems as well as applications that serve as common components for internal and external stakeholders. The division is also responsible for the design, development and delivery of enterprise and corporate solutions in support of CBSA's mandate and priorities.

Key divisional activities include:

- Providing the planning, analysis, design, development, and implementation of enterprise and corporate applications in support of common and corporate programs and administrative functions across the Agency;

- Promoting reusability through established CBSA best practices and standards by meeting the overlapping needs of the various IT projects, thus eliminating the need for each initiative or project to fund and build these common components;

- Serving as the center of expertise for all IT development projects related to common and corporate business programs, functions and activities;

- Serving as Technical Leaders for common and corporate application releases and upgrades which includes developing System Use Cases, Detailed Design Documents, participating in System Engineering Method (SEM) reviews and other development related documentation;

- Prioritizing and promoting IT development initiatives with end-users and other IT management areas;

- Coordinating the procurement, integration and ongoing support of commercial off-the-shelf (COTS) software products and IT hardware needed to meet the business requirements;

- Providing maintenance and production support for a wide-range of common and corporate applications.

The Common and Corporate Systems Division (CCSD) is composed of four sections. The mandate of each section is explained below.

1. SAP Competency Centre (SAP CC)

The SAP Competency Centre is composed of subject matter experts responsible for the development and integration of SAP-based solutions for the Agency. This includes direction, technical advice and ongoing support of SAP-based applications and underlying technical infrastructure. The SAP CC is also

responsible for maintaining the operational aspects needed for the applications to function properly and also has responsibility for the design, testing and improvement of applications that form part of SAP application portfolio.

2. Electronic Data Warehouse and Business Intelligence (EDW & BI)

The EDW and BI section is responsible for the development of Business Intelligence and Mining solutions of the CBSA's data warehouse and all its components. Key activities include analysis, design and acquisition of source data for reporting purposes. The data warehouse is the main sources of information for report generation, analysis, and presentation through ad-hoc reports, portals, and executive dashboards.

3. Business Process Automation (BPA), Business to Business (B2B) Integration and Customs Electronic Commerce Platform (CECP)

The BPA, B2B integration and CECP section is comprised of four units.

The B2Bi and CECP units consist of the B2Bi development team (supporting B2B services), the CECP development team (supporting the development of the CECP set of applications), and the B2Bi support team (providing client support of both the B2B and CECP applications and services). These units specialize in software/middleware development of enterprise-level Web and Enterprise Data Exchange based services (EDI). These services provide the capability to manage data exchange between external organizations, and CBSA internal applications and services. The section maintains critical COTS and custom products that directly support enterprise applications.

As for the Business Process Automation (BPA) team, they specialize in software development and maintenance of various line-of-business critical and non-critical COTS and custom applications that meet the specific needs of our corporate clients.

4. Administrative and Corporate Applications

The mandate of the Administrative and Corporate Application section is to lead the design, development, integration and ongoing support of the administrative and corporate applications for a multitude of clients. These systems provide direct support of key and common functions performed across every Government of Canada (GoC) departments and agencies such as, ministerial correspondence, access to information, communication services, property management, document and records management, etc. These include both customized and COTS software products.

Line-of-Business Applications and Tools

The Common and Corporate Systems Division (CCSD) is responsible for the development, integration, implementation and ongoing support of numerous line-of-business applications and systems. A list of current applications including COTS software products with an indication of the primary development languages is provided below:

Applications / Systems / COTS	Development Languages
Access to Information	COTS
Accounts Receivable Ledger	SAP ABAP, Java, XML
AIS Help Desk	ASP
ANCILE uPerform (SAP Productivity Pak)	COTS
Apollo - Electronic Document and Records Management System (GCDOCS)	COTS
Articulate Storyline	COTS
Automated Personal Security Screening	MS Access, VBA
Business Warehouse/BPC	SAP ABAP, VBA
CA Clarity	COTS
CBSA Intranet	ASP, HTML, JAVASCRIPT, XML
CBSA Wiki	COTS
Central Course Registration System	ASP
Communications Portal	ASP
Consolidated Management Reporting System	Cognos Framework Manager V10.2
Consolidated Management Reporting System Enterprise Data Warehouse	Cognos Framework Manager V10.2
Correspondence Tracking System	COTS
Customs Electronic Commerce Platform	Java, C++ , Visual Basic 6.0, Various Scripting Languages, PERL, DB2 Stored Procedures, Spring Framework
Customs Electronic Commerce Platform - Query & Data Viewing Utility	Microsoft Visual Basic V6, DB2 Stored Procedures
Customs Interest Calculation Program	Java 1.6 / Spring 1.2 / HTML / Javascript / CSS
Customs Internet Gateway	Java
Customs Officer Scheduling System	MS Access 2000
Customs Query	Java
Directory of Offices	Java, JavaScript
Enforcement Library	Smalltalk
Global Case Management System (GCMS) Printing Solution	N/A
Global Query Component	Java
Incident Management Reporting System	Java 6, Flex 3.4.1, Adobe LiveCycle ES4

Integrated Border Query	Java
Integrated Customs Enforcement System	PowerScript
Intelligence Management System	Smalltalk
Interdiction and Border Alerting Service	Java
Internal Placement Process	Java 1.6 / Hibernate 4.1 / Spring 3.1 / HTML / Javascript
Marine Domain Awareness (MDA) Watchkeeper	COTS
MEI-B2B - Administration and Configuration Web Application	Java, Jersey
MEI-B2B - Electronic Data Interchange (EDI) Gateway	BPML, Java
MEI-B2B - Tracking Service	Java
MEI-B2B - Web Services Gateway	Java
Occurrence Reporting System	Smalltalk
Personnel Security Screening System	Java 1.7, Spring 4.1, Hibernate 4.2
Question Mark	COTS
Recourse Content Management System – Enforcement	Java 6, Flex 4.6
Recourse Content Management System – Trade	Java 6, Flex 4.6, Adobe LiveCycle, Cognos Reporting
Revenue Ledger	ABAP
Salary Forecasting System	COTS
SAP Process Orchestrator	Java
SAP Solution Manager	ABAP
System Access Management	ASP, JavaScript, CSS
Teammate Audit Management	COTS
Trade Compliance Management System	Java
Virtual Learning Environment	COTS
Work Order Database	ASP, JavaScript, CSS

Existing and Upcoming Projects and Initiatives

Besides the ongoing maintenance and operational support of existing line-of-business applications and systems, CCSD is currently leading multiple projects to further enhance and deliver new capabilities and services across the Agency. These include but are not limited to:

a) Integration, implementation and ongoing support of a COTS software product that will accept data from the Public Service Commission's GoC Jobs and permit CBSA staffing employees to manage selection and appointment processes. This project is referred as the HR (Human Resources) Integrated Staffing Solution (ISS).

b) Integration of the Accounts Receivable Ledger (ARL) and the Revenue Ledger systems into the CBSA Assessment and Revenue Management (CARM) application.

c) Integration of B2B with the CBSA Assessment and Revenue Management (CARM) application.

d) CBSA is working on additional Planning, Forecasting and Budgeting functionality based on a SAP Business Warehouse (BW), Business Planning & Consolidation (BPC) and Business Objects platform extracting Corporate Administrative System (CAS) data from Canada Revenue Agency (CRA) and also from ARL. The scope of the project was expanded to include additional CRA CAS-HR and CBSA Salary Forecasting System data as well as providing extended reporting capability. The project was amended to include construction and migration of the SAP BW information assets and applications to an appliance-based SAP-HANA database.

e) Development and implementation of any B2B and/or EDW BI work that could be required for the Passenger Protect Program. The Passenger Protect Program works with air carriers to screen commercial passenger flights to, from and within Canada in order to protect safety at home and abroad.

f) Replacement and enhancement of the existing Recourse Content Management System (RCMS) Trade, RCMS Enforcement and Incident Management Reporting System (IMRS) due to an urgent need to change front-end interface technology.

g) Development and implementation of a Port of Entry Management System (POEMS) designed to produce daily shift schedules. The application will also allow front line management to track daily events, disseminate administrative information and broadcast the daily schedule.

Technical Environments

a) SAP Enterprise Resource Planning (ERP)

- The SAP **Enterprise Central Component (ECC)** technical environment is an Enterprise level, 3-tiered ABAP version 6.00 EHP5 hosted on Windows 2008 server R2 and Sybase database. The system configuration is based on a 6 server landscape including a Sandbox, Development, Quality Assurance, Volume, Training and Production systems.

- The SAP Process Orchestration technical environment is Enterprise level, 3-tiered Java hosted on Windows 2008 server R2 with Sybase database.

- The SAP Solution Manager technical environment is Enterprise level, 3-tiered ABAP and Java hosted on Windows 2008 server R2 with Sybase database.

- The SAP Business Warehouse (BW) technical environment is Enterprise level 3-tier ABAP hosted on Windows 2008 server R2 with Sybase database. The system configuration is based on a 4 server landscape including a Sandbox, Development, Quality Assurance and Production system. The components are: SAP_BW, BI_CONT and BPC with ICM using HTTP/HTTPS connectivity through SAP Web Dispatcher.

- The SAP HANA environment will be an Enterprise level, 3-tiered Linux (Red Hat) Appliance for SAP BW and BPC applications on HANA DB Version 2.0.

- All environments on Windows-based servers will migrate from Windows 2008 server R2 to Windows 2016 Server Standard

- Other technical characteristics:

  - SAP BASIS
  - SAP HANA
  - SAP PSCD
  - SAP FI-CA
  - SAP Process Orchestration (SAP PO)
  - SAP NetWeaver Development Infrastructure
  - SAP NetWeaver Development Studio
  - SAP Solution Manager
  - SAP BusinessObjects
  - SAP Security Authorizations
  - SAP NetWeaver BI
  - SAP Human Capital Management (HCM) or SAP SuccessFactors
  - SAP Redwood Scheduler
  - ANCILE uPerform (SAP Productivity Pak)
  - PowerShell scripting
  - Linux

b) Business to Business (B2B) and CECP

The Canada Border Services Agency (CBSA) processes an immense number of electronic information with external Trading partners as part of its mandate. The Common & Corporate Services Division (CCSD) implemented Multi-Enterprise Integration (MEI) also known as Business-to-Business integration solutions (B2B). B2B integration is an enterprise capability meant to facilitate the capture and sharing of electronic information exchanged between CBSA, Participating Government Agencies (PGAs) / Other Government Departments (OGDs), and private enterprise upon a common centralized integration model. The Business to Business foundational components provide the CBSA with a technological communications hub that allows IT systems belonging to one organization to communicate with the systems of another organization, while minimizing costly changes for either system. The B2B/CECP technical environment consists of:

- Extensible Markup Language (XML)
  - XML Schema Definition (XSD)
  - Document Type Definition (DTD)
  - XPATH
  - XSLT
  - Xquery

- Java
  - IBM Rational Software Architect:
  - Eclipse 3.x and 4.x IDE
  - J2EE (WebSphere)
  - JMS (WebsphereMQ)
  - WebSphere Application Server (WAS)
  - JDBC and Hibernate
  - Spring and Spring Integration Framework
  - Jersey
  - ANT, Apache Maven, SVN, git
  - IBM DataPower

- GatewayScript
- Multi-protocol Adapters
- IBM Transformation Extender Maps
- IBM Integration Bus (IIB)

- Communication Protocols
  - File Transfer Protocol (FTP)
  - Hypertext Transfer Protocol (HTTP)
  - Simple Mail Transfer Protocol (SMTP)
  - Managed File Transfer including PWGSC's MSFT solution

- Service Oriented Architecture (SOA)
  - Simple Object Access Protocol (SOAP)
  - Web Service, Representational State Transfer (REST)
  - WS-Security
  - SSL, TLS

- Electronic Data Interchange (EDI)
  - ANSI X.12
  - EDIFACT
  - IATA Standards
  - World Customs Organization (WCO) Data Model
  - Financial, Transportation data models

- Interoperability & Integration
  - Web Services standards – SOAP and REST
  - Web Services Definition Language (WSDL)
  - Business Rules Management Solution
  - Enterprise Service Bus
  - Encryption/Decryption
  - CA-Idm/SM
  - Request/Response

c) Business Process Automation (BPA)
  - Java
  - Hibernate 4.1
  - Spring 3.1
  - Spring Integration Framework
  - HTML5
  - JavaScript
  - Adobe Flex 3.4.1 and 4
  - Adobe LiveCycle ES4
  - Adobe Designer ES4
  - Adobe Experience Manager (AEM)
  - PowerScript

d) Electronic Data Warehouse (EDW) & Business Intelligence (BI)

  - Cognos 10.2 BI Suite
    - IBM Cognos Report Studio
    - IBM Cognos Analysis Studio
    - IBM Cognos Query Studio
    - IBM Cognos Transformer
    - IBM Cognos Framework Manager

- Database ETL (Extract, Transform, Load) techniques and tools
- DB2 DBMS
- IBM WebSphere DataStage
- DataStage ETL
- IBM DB2 RDBMS (Relational Database Management System)
- erwin Data Modeler
- IBM IDA
- IBM Pure Data
- IBM InfoSphere Information Server Suite

e) Office Productivity Suite and Tools

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Office Suite (Word, Excel, PowerPoint)
- Microsoft Visio
- Microsoft Project
- Internet Explorer
- Microsoft Access
- OpenText GCDocs

f) Operating Systems
- Unix
- Linux
- Microsoft Windows 7
- Microsoft Windows 10
- OS/360

g) Other development tools and programming languages
- Smalltalk object-oriented language
- Business Process Modeling Language (BPML)

2. REQUIREMENTS

The SAP Competency Centre has requirements for informatics professional resources as outlined in Table A-1 below, to fulfill different roles and perform a wide range of tasks. These resources will work on existing and upcoming CBSA IT projects and also provide operational support for the upkeep of line-of-business applications identified earlier. The detailed tasks for each resource requirement are described below.

The Contractor must provide resources in the following TBIPS resource categories on an "as and when requested" basis, as initiated through Task Authorizations (TA's).

Table A-1

Resource Category	Level
Application/Software Architect, FI (ERP SAP ABAP)	3
Application/Software Architect, HR (ERP SAP ABAP)	3
Application/Software Architect (SAP BASIS)	3
ERP System Analyst (SAP BASIS Database Analyst)	2
ERP System Analyst (SAP BI)	3
ERP System Analyst (SAP BI)	2
ERP Technical Analyst (SAP Security)	2
ERP Technical Analyst (SAP PO-PI) note: part-time resource averaging 2 days per week	3
ERP Technical Analyst (SAP PO-PI)	2
Programmer/Software Developer, FI (SAP ABAP)	2
Programmer/Software Developer, HR (SAP ABAP)	2

3. DELIVERABLES

For each Task Authorization (TA) that is issued against this contract, the Contractor's resources will be required to provide various deliverables and other related documents as specified in the respective TA.

Each TA will identify the format and language in which the deliverables are required to be submitted.

4. LOCATION OF WORK

It is anticipated that the majority of the work associated with each TA will be carried out on-site at CBSA facilities located in the National Capital Region (NCR). One or more resources may be required to occasionally work remotely for a period of time between 11 p.m. – 7 a.m. Monday to Friday. A laptop computer with remote access capability will be provided.

The resources may be required to attend meetings at CBSA facilities and at key Government of Canada (GoC) stakeholder locations within the NCR.

5. WORKING HOURS

The majority of resources will be required on a full-time basis, however there will be a requirement for some part-time resources. The Task Authorization will identify if the resource is required on a full-time or part-time basis, and if the resource must be available to occasionally work remotely during non-core business hours.

For resources required on a full-time basis, the resources will be expected to work 7.5 hours each day, Monday through Friday, between core business hours from 7 a.m. to 6 p.m. A day is defined as 7.5 hours exclusive of meal and coffee breaks. Resources may be required, on an occasional basis, to work outside core business hours to provide operational support.

Any task performed outside of core business hours must be pre-approved in writing by the Technical Authority.

6. TRAVEL REQUIREMENTS

There are no travel requirements expected outside the NCR.

7. CLIENT SUPPORT

CBSA will provide the resources with a hoteling station, an Outlook email address and system access to perform the tasks identified in the TA.

8. LANGUAGE REQUIREMENT

All resources must provide services in English. Some resources may be required to conduct work in both English and French. Language requirements will be identified in each TA.

9. CONSTRAINT

The Contractor must comply with CBSA internal security policies, directives, standards, and guidelines at all times during the contract.

10. RESOURCE TASKS AND DELIVERABLES

The following are the tasks and deliverables associated with each resource requirement. Each Task Authorization will identify the tasks and the deliverables.

The Contractor may be required to submit the deliverables in, but not limited to, the following format:

- Soft Copy, Microsoft Office

Note: the list of tasks and deliverables could include but are not limited to those indicated below.

****

Resource Category: **Application/Software Architect, FI (ERP – SAP ABAP)**

Experience Level: **Level 3**

Tasks

1. Create, define or choose SAP frameworks for projects.

2. Technical options analysis, impact analysis and design documentation conforming to CBSA's Service Lifecycle Management Framework (SLMF) Methodology.

3. Develop, implement and provide pre and post-implementation performance tuning and stabilization of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms) in SAP PSCD, FI and other modules as required.

4. Provide early identification of issues that may affect achievement of CBSA's objectives and propose solutions.

5. Identify, analyze and resolve application performance problems and/or integration issues.

6. Participate in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for integrated end-to-end business processes.

7. Review and provide analysis on Functional Design Specifications received from business client.

8. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

9. Provide technical advice and knowledge transfer to other programmers in written format and active demonstration.

10. Provide demonstrations and code walkthroughs.

11. Conduct unit and integration testing.

12. Perform data conversion tasks and loading.

13. Assist in the identification and planning of activities to transition ARL to CARM.

14. Perform troubleshooting and code stabilization.

15. Provide day-to-day production and development support for assigned applications.

16. Develop, test and implement enhancements or fixes to code defects.

Technical Environment

a) SAP Finance and Contract Accounting (FI-CA) / PSCD
b) SAP ABAP development in ECC 6.0
c) SAP PO/PI
d) XML
e) SAP HCM or SuccessFactors

Deliverables

a) Technical options analysis, impact analysis and design documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework) as appropriate, in a MS Office document format.

b) RICEF (Reports, Interfaces, Conversions, Enhancements or Forms) objects meeting functional and quality expectations.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching. Weekly progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

Contract Number:	Amendment Number:	Buyer ID:
47419-252068/002/EL		640EL

Resource Category: **Application/Software Architect, HR (ERP – SAP ABAP)**

Experience Level: **Level 3**

Tasks

1. Create, define or choose SAP frameworks for projects.

2. Technical options analysis, impact analysis and design documentation conforming to CBSA's Service Lifecycle Management Framework (SLMF) Methodology.

3. Configure, develop, implement and provide pre and post-implementation performance tuning and stabilization of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms) in SAP HCM or SAP SuccessFactors and other modules as required.

4. Provide early identification of issues that may affect achievement of CBSA's objectives and propose solutions.

5. Identify, analyze and resolve application performance problems and/or integration issues.

6. Participate in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for integrated end-to-end business processes.

7. Review and provide analysis on Functional Design Specifications received from business client.

8. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

9. Provide technical advice and knowledge transfer to other programmers in written format and active demonstration.

10. Provide demonstrations and code walkthroughs.

11. Conduct unit and integration testing.

12. Perform data conversion tasks and loading.

13. Perform troubleshooting and code stabilization.

14. Provide day-to-day production and development support for assigned applications.

15. Develop, test and implement enhancements or fixes to code defects.

Technical Environment

a) SAP Human Capital Management (ECC 6.0) or SAP SuccessFactors (SaaS Cloud)
b) SAP ABAP
c) SAP PO/PI
d) XML

Deliverables

a) Technical options analysis, impact analysis and design documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework) as appropriate, in a MS Office document format.

b) RICEF (Reports, Interfaces, Conversions, Enhancements or Forms) objects meeting functional and quality expectations.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching. Weekly progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

Resource Category: **Application/Software Architect (SAP BASIS)**

Experience Level: **Level 3**

Tasks

1. Technical management and support for solution and databases in all environments.

2. Develop technical architectures, frameworks and strategies to meet the business and application requirements.

3. Identify policies and requirements that drive out a particular solution.

4. Analyze and evaluate alternative technology solutions to meet business problems.

5. Ensure the integration of all aspects of the SAP technology solutions.

6. Monitor industry trends to ensure that solutions fit with government and industry directions for technology.

7. Analyze functional requirements to identify information, procedures and decision flows.

8. Evaluate existing procedures and methods; identify and document database content, structure, and application sub-systems; and develop data dictionary.

9. Define and document interfaces of manual to automated operations within application sub-systems, internal to external systems, and between new and existing systems.

10. Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal.

11. Identify and document system specific standards relating to programming, documentation and testing; covering program libraries, data dictionaries, naming conventions, etc.

12. Plan, analyse and create architecture design, develop and perform technical migration, implementation and integration of SAP modules and databases in all environments.

13. Stabilize and tweak all CBSA SAP environments, databases and modules to ensure maximum performance and continuous availability.

14. Review, update and finalize existing SAP security processes and documentation.

Technical Environment

a) SAP BASIS
b) SAP ECC 6.0
c) SAP Process Orchestration
d) Solution Manager 7.2
e) SAP BW/BPC/BOBJ
f) SAP Sybase
g) SAP HANA
h) Windows Server
i) Scripting
j) Linux / Unix, Red Hat
k) SAP Redwood Scheduler
l) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses and design documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in a MS Office document format.

b) Day-to-day or periodic operations procedures in a MS Office document.

c) Weekly production reports by server/system indicating: performance issues, volume metrics, scheduled activities, etc.

d) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

e) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **ERP System Analyst (SAP BASIS Database Analyst)**

Experience Level: **Level 2**

Tasks

1. Install, configure, test and optimize SAP, ABAP and Java systems in all technical environments.

2. Review and update existing SAP operations processes and documentation.

3. Identify and develop requirements, undertake feasibility analysis, prepare cost/level of effort estimates for ERP systems.

4. Install, configure, test and implement technical upgrades, patches, OSS Notes and functionality enhancements.

5. Translate ERP business requirements into systems design and specifications.

6. Analyse and recommend alternatives and options for solutions.

7. Troubleshoot and resolve technical issues for the SAP Landscape, ensuring compliance with GoC, CBSA, and SAP policies, processes and standards.

8. Utilize SAP administration tools to effectively detect, monitor, troubleshoot and diagnose technical issues with system resources, jobs and system availability.

9. Perform ongoing management, monitoring, upkeep maintenance and support of CBSA's SAP environments to maintain systems in optimal health and performance.

Technical Environment

a) SAP BASIS
b) SAP ECC 6.0
c) SAP Process Orchestration
d) SAP Solution Manager (CHARM)
e) SAP BW/BPC/BOBJ
f) SAP Sybase
g) SAP Redwood Scheduler
h) Scripting
i) SAP HANA
j) MS Windows Server
k) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in a MS Office document format.

b) Day-to-day or periodic operations procedures in a MS Office document.

c) Weekly production reports by server/system indicating: performance issues, volume metrics, scheduled activities, etc.

d) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

e) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Contract Number: 47419-252068/002/EL	Amendment Number:	Buyer ID: 640EL

Resource Category:	**ERP System Analyst (SAP BI)**
Experience Level:	**Level 3**

Tasks

1. Review relevant background documents including: business processes, end-user and policy requirements provided by CBSA for contextual information; project documentation including strategy, plans and requirements; and technical documentation including installation, configuration and process flows describing the current application.

2. Participate in workshops and prepare the related Blueprint documents relevant to the implementation of new configuration.

3. Prepare, develop and maintain technical documents (including system requirements, feasibility, costs, design, configuration, implementation and support) for SAP BW in accordance with the CBSA Service Level Management Framework (SLMF) documentation standards.

4. Implement technical enhancements and expansions to CBSA's BW solution, including system interfaces, data models, data extraction (initial and deltas), transformation, validation and data cube generation appropriate to the BW enhancements, in accordance with CBSA SLMF application development, release and change management processes.

5. Validate data extractions, transformations and queries with stakeholders.

6. Provide assistance with development, testing and integration of the BW and BPC security components and any required customized ABAP solution components.

7. Participate in working group sessions, coordinate and collaborate with others as necessary and engage with clients and partners both within CBSA and other departments as needed.

8. Participate and support the development, configuration and implementation of all SAP BW Sandbox, Dev, Q&A and Production BW/BPC Environments.

9. Participate and support the development and implementation of a Business-Objects based reporting solution by contributing required SAP BW back-end components.

10. Provide technical support and production monitoring for solution.

11. Provide knowledge transfer and coaching to CBSA employees.

12. Develop, implement and support SAP BW and BPC objects required to support the deliverables including custom BW extractors, Business Add-ins (BADIs), Macros, Forms, Transformations, cubes and queries.

13. Verify the quality of Business Warehouse (BW) data.

14. Maintain Business Warehouse (BW) process chains.

15. Develop, support and integrate BPC customizations with BW.

Technical Environment

a) SAP BusinessObjects
b) Web Intelligence
c) SAP NetWeaver BI
d) SAP Business Warehouse
e) SAP Business Planning & Consolidation
f) SAP HANA

g) SAP ABAP Development including BADIs, SAP ECC 6.0 (and later)
h) IFMS (Integrated Financial and Material System) customized SAP solutions
i) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) SAP BW and BPC technical objects required to support project deliverables including custom BW extractors, Business Add-ins (BADIs), Macros, Forms, Transformations, cubes and queries.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **ERP System Analyst (SAP BI)**

Experience Level: **Level 2**

<u>**Tasks**</u>

1. Provide technical support and monitor daily loading activities and troubleshooting loading performance, errors and other failures, cube performance, logs, usage, etc.

2. Participate and conduct testing activities in support of error fixes, new functionality and other development.

3. Review relevant background documents including business processes, end-user and policy requirements provided by CBSA for contextual information.

4. Assist with project documentation including strategy, plans and requirements.

5. Prepare, develop and maintain technical documents, including system requirements, feasibility, costs, design, configuration, implementation and support for SAP BW in accordance with the CBSA Service Level Management Framework (SLMF) documentation standards.

6. Assist with the development and implementation of bug fixes, enhancements, performance improvements, new data models and info providers, security patches, OSS Notes, client tools, etc.

7. Validate data modeling, extractions, transformations and queries with stakeholders.

8. Participate in working group sessions, coordinate and collaborate with others as necessary and engage with clients and partners both within CBSA and other departments as needed.

9. Participate and support the development, configuration and implementation of all SAP BW Sandbox, Dev, Q&A and Production Environments.

10. Participate and support the development and implementation of a Business-Objects based reporting solution by contributing required SAP BW back-end components.

11. Provide knowledge transfer and coaching to CBSA employees.

12. Assist with the development, implementation and support for SAP BW and BPC objects required to support the deliverables including custom BW extractors, Business Add-ins (BADIs), macros, forms, transformations, cubes and queries.

13. Conduct data quality assurance testing, analysis and reconciliation with source activities.

14. Maintain Business Warehouse (BW) process chains.

Technical Environment

a) SAP BusinessObjects
b) Web Intelligence
c) SAP NetWeaver BI
d) SAP Business Warehouse
e) SAP Business Planning & Consolidation
f) SAP HANA
g) SAP ABAP Development including BADIs, SAP ECC 6.0 (and later)
h) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) SAP BW and BPC technical objects required to support project deliverables including custom BW extractors, Business Add-ins (BADIs), Macros, Forms, Transformations, cubes and queries.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

| **Resource Category:** | **ERP Technical Analyst (SAP Security)** |
| **Experience Level:** | **Level 2** |

Tasks

1. Work with clients to gather system access and restriction requirements for SAP and non-SAP systems and applications in order to address job creation/change requirements.

2. Provide technical support for solution, including troubleshooting and resolution of security-related issues for assigned systems and applications in compliance with GoC, CBSA, and SAP policies, processes, and standards.

3. Design, develop, test and implement SAP security roles, controls and solutions for both interactive and non-interactive users across the enterprise based on complex business requirements, company policies and standards, and regulatory requirements.

4. Work with clients to ensure that all new/modified security roles are effectively tested and validated as meeting client specified requirements prior to being made available for use within the production environment.

5. Contribute to the definition and implementation of SAP and non-SAP secure configuration parameters.

6. Monitor the system to ensure that the parameters restrict users as defined in client specified requirements.

7. Contribute to the development and implementation of overall enterprise-wide security policies, processes, standards and guidelines.

8. Utilize SAP tools in order to effectively identify potential segregation of duties issues with security roles.

9. Work with business process teams to effectively address security roles, as required, to ensure compliance.

10. Contribute to the design and implementation of effective system and application security controls to mitigate identified risks, monitor existing controls for effectiveness, and recommend changes in controls where required.

11. Perform user maintenance and management activities in all CBSA environments (ABAP and Java stacks).

12. Develop and update IT security documentation including Threat and Risk Assessments as required.

Technical Environment

a) SAP ECC 6.0 (or later)
b) SAP Business Warehouse (BW)
c) SAP BusinessObjects (BOBJ)
d) SAP Process Orchestration (PO)
e) SAP Solution Manager
f) SAP HANA
g) SAP Access Control
h) SAP Cloud (may include)

Deliverables

a) Technical security documentation as required by CBSA's SLMF (Service Life Cycle Management Framework) including CBSA IT Security deliverables.

b) Development, configuration and testing of SAP Security roles and profiles in all above technical environments to meet project timelines.

c) Updated SAP security processes and documentation.

d) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

e) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **ERP Technical Analyst (SAP PO-PI)**

Experience Level: **Level 3**

Tasks

1. Develop or assist with business and functional requirements, project scope, estimates of effort and duration.

2. Translate functional and business requirements into technical requirements.

3. Develop and/or manage technical aspects of application software, user interfaces, and third-party components.

4. Conduct, assist with, and/or manage unit and system tests.

5. Establish technical standards for the technical framework.

6. Define and document interfaces of manual to automated operations within application sub-systems, with external systems, and between new and existing systems.

7. Configure and optimize the SAP NetWeaver Development Infrastructure (NWDI) for SAP Process Orchestration purposes.

8. Develop, configure and/or manage technical aspects of application software, user interfaces, proxies, BPM, iFlows and third-party components.

9. Perform modeling, configuration, development, troubleshooting and support activities of end-to-end business processes exchanging data through SAP Process Orchestration.

10. Conduct and manage unit, system tests and regression tests.

11. Carry out production monitoring, technical support, troubleshooting, and provide resolution for solution.

12. Provide hands-on third-level support for SAP Process Orchestration and NWDI.

13. Implement enhancements and upgrades to remain compatible with the evolving CBSA applications and SAP platform environment.

14. Conduct business process modeling, automation and integration with SAP and non-SAP applications.

Technical Environment

a) SAP NetWeaver Process Orchestration
b) SAP Netweaver Developer Studio
c) SAP NetWeaver Development Infrastructure (NWDI)
d) SAP ECC 6.0
e) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Deliver User interfaces, models, proxies, BPM, iFlows and third-party components meeting user requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **ERP Technical Analyst (SAP PO/PI)**

Experience Level: **Level 2**

Tasks

1. Develop or assist with business and functional requirements, feasibility, cost, design, and specification documents for ERP systems.

2. Implement ERP systems to support projects, departments, organizations or businesses.

3. Translate ERP business requirements into systems design and specifications.

4. Analyse and recommend alternatives and options for solutions.

5. Develop technical specifications for ERP systems development, design and implementation.

6. Define and document interfaces of manual to automated operations within application sub-systems, with external systems, and between new and existing systems.

7. Develop, configure and/or manage technical aspects of application software, user interfaces, proxies, BPM, iFlows and third-party components.

8. Conduct and manage unit and system tests.

9. Carry out production monitoring, technical support, troubleshooting, and provide resolution for solution.

Technical Environment

a) SAP Netweaver Process Orchestration, NetWeaver Development Studio
b) SAP NetWeaver Development Infrastructure (NWDI)
c) SAP ECC 6.0 and later
d) SAP ABAP
e) Java
f) XML
g) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Deliver User interfaces, models, proxies, BPM, iFlows and third-party components meeting user requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **Programmer/Software Developer, FI (SAP ABAP)**

Experience Level: **Level 2**

Tasks

1. Day-to-day monitoring and support of business processes.

2. Review and provide analysis on Functional Design Specifications received from business client.

3. Prepare and document impact analysis and work with others as required to identify, analyze and resolve performance problems.

4. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

5. Develop, implement and provide performance tuning of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms).

6. Provide technical advice and knowledge transfer to other programmers Provide early identification of issues that may affect achievement of CBSA's objectives.

7. Provide advice and guidance on documentation activities.

8. Provide demonstrations and code walkthroughs.

9. Conduct formal quality assurance on work being undertaken by the team on an ongoing basis.

10. Perform unit and integration testing.

11. Perform data conversion tasks and loading.

12. Assist in the identification and planning of activities.

13. Assist in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for end-to-end business processes.

14. Provide hands-on day-to-day production and development support for CBSA applications created in SAP ABAP.

15. Develop, test and implement enhancements and fixes to code defects.

16. Create, review and update technical documentation.

Technical Environment

a) SAP FI-CA/PSCD module
b) SAP ABAP development in ECC 6.0
c) SAP ABAP certification (NetWeaver)
d) SAP OSS Notes
e) SAP HANA
f) SAP HCM or SuccessFactors

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Multiple RICEF objects, reports, interfaces, conversions, enhancements and forms meeting client requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **Programmer/Software Developer, HR (SAP ABAP)**

Experience Level: **Level 2**

<u>Tasks</u>

1. Day-to-day monitoring and support of business processes.

2. Review and provide analysis on Functional Design Specifications received from business client.

3. Prepare and document impact analysis and work with others as required to identify, analyze and resolve performance problems.

4. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

5. Develop, implement and provide performance tuning of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms).

6. Provide technical advice and knowledge transfer to other programmers Provide early identification of issues that may affect achievement of CBSA's objectives.

7. Provide advice and guidance on documentation activities.

8. Provide demonstrations and code walkthroughs.

9. Conduct formal quality assurance on work being undertaken by the team on an ongoing basis.

10. Perform unit and integration testing.

11. Perform data conversion tasks and loading.

12. Assist in the identification and planning of activities.

13. Assist in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for end-to-end business processes.

14. Provide hands-on day-to-day production and development support for CBSA applications created in SAP ABAP.

15. Develop, test and implement enhancements and fixes to code defects.

16. Create, review and update technical documentation.

Technical Environment

a) SAP FI-CA/PSCD module
b) SAP ABAP development in ECC 6.0
c) SAP ABAP certification (NetWeaver)
d) SAP OSS Notes
e) SAP HANA
f) SAP HCM or SuccessFactors

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Multiple RICEF objects, reports, interfaces, conversions, enhancements and forms meeting client requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

APPENDIX A TO ANNEX A

TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations". Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form, as well as its corresponding proposed resource(s). The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 5 working days (or any longer time period specified in the draft TA) turnaround time to submit a quotation.

2. With each quotation the Contractor must propose the required number of resources and for each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA.   The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:

    (i)   Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).

    (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.

    (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.

    (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.

    (v)   For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

    (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which

activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3.   The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.

4.   During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation may be found to be non-responsive.

5.   Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.

6.   Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

Contract Number: Amendment Number: Buyer ID:

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APPENDIX B TO ANNEX A

TASK AUTHORIZATION FORM

(SEE ATTACHED DOCUMENT)

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

TASK AUTHORIZATION FORM
FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) **/ PARTIE 1** (complété par le Responsable technique / Chargé du projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat :

Contractor Name / Nom du Contracteur :

Task Authorization (TA) No. Nº de l'autorisation de tâches (AT) :	STOT No. Nº de l'EDT :	Financial Coding Code financier :	Date of Issuance Date d'émission :	Response required by Réponse requise d'ici le :

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / Nº de la modification :

Reason for the Amendment / Raison pour la modification :

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category and Level Catégorie et Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)

See attached / Voir pièce jointe

Period of Services / Période de service:

Initial Start Date / Date de début initiale :   Initial End Date / Date de fin initiale :

Extented End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification):

☐ Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Optional End Date(S) / Date(s) de fin optionnelle(s)	Status / Statut
	O In Effect / en vigueur

Travel Requirement(s) / Exigence(s) de voyage :	n/a
Work Location(s) / Lieu(x) de travail :	

PART 2 (completed by the Contractor and/or the Technical/Project Authority) **/ PARTIE 2** (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

Contractor Resource(s) and Estimated Cost / Ressource(s) du Contracteur et Coût total estimatif

Note: once approved, only the following resources may provide services under this TA. / Nota : une fois approuvée, seules les ressources suivantes peuvent fournir des services sous la présente AT

Name / Nom Category and Level / Catégorie et Niveau	PWGSC Security File No. / N° du dossier de sécurité TPSGC	Linguistic Profile / Profil linguistique	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Estimated Cost / Coût total estimatif
					$0.00
					$0.00
Estimated Cost / Coût estimatif					**$0.00**
Total Estimated Travel and Living Cost / Coût total estimatif de voyage et de vie					$0.00
Total Estimated Cost / Coût total estimatif					**$0.00**

Check applicable Basis of Payment / Cocher la Base de Paiement applicable :	Maximum Price / Prix Maximum :	☐	Firm Price / Prix Ferme :	☐

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the Technical Authority, the representative from the SPD of CBSA and/or the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the Contract.

The client's authorization limit is $300,000. When the value of a TA and its amendments (excluding Applicable Taxes) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, l'autorité technique, le représentant de la DAS de l'ASFC et/ou l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT est conforme aux conditions du contrat.

La limite d'autorisation du client est $300,000. Lorsque la valeur de l'AT et ses modifications (excluant les taxes applicables) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation,

Name of Technical Authority / Nom de l'autorité technique	Date	Name of Contracting Authority / Nom de l'autorité contractante	Date

Signature

Signature

Name of the representative from the SPD of CBSA /
Nom d'un représentant de la DAS de l'ASFC   Date

Signature

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

Name and Title of individual authorized to sign on behalf of the Contractor / Nom et titre Signature de la personne autorisée à signer au nom de l'entrepreneur	Signature	Date

000058

APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

Resource Category: Application/Software Architect, FI (ERP SAP ABAP) – Level 3			
Name of Resource:			
#	**Mandatory Technical (MT) Criteria**	**Contractor's Response**	
		Demonstrated Experience (Contractor to Insert Data)	**Insert Page # of Resume**
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 15 years prior to the TA issuance date, as an Application Architect designing, developing and implementing SAP financial solutions based on one or more of the following modules: • FI-CO • FI-CA • FM		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 5 years, gained within the last 10 years prior to the TA issuance date, developing and implementing interface solutions to other applications. Note: the bidder must provide a summary (2 to 4 sentences per technology involved) of the solution and interfaces he/she developed.		

Resource Category: Application/Software Architect, FI (ERP SAP ABAP) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing interface solutions using XML and ABAP.	1+ to 5 years = 5 points 5+ = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience developing SAP solutions involving Master Data Management functionality.	1+ to 5 years = 5 points 5+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience integrating SAP solutions with separately-managed applications (i.e., developed and supported by other organizations or teams).	1+ to 5 years = 5 points 5+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience developing SAP PSCD or SAP FI-CA solutions, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience. Note: the Contractor should provide a client reference for each project demonstrated if submitting SAP PSCD experience.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT5	The Contractor should demonstrate that the proposed resource has experience developing and supporting interfaces using web service methodologies	1+ to 3 years = 3 points 3+ years = 5 points	5	

Resource Category: Application/Software Architect, FI (ERP SAP ABAP) – Level 3				
Name of Resource:				
#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT6	The Contractor should demonstrate that the proposed resource has experience developing and supporting interfaces using EMIGALL.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years from the original bid closing date, a SAP ABAP certification. Note: a copy of the certification should be provided.	SAP ABAP certification = 5 points	5	
		Total Available points:	60	
	Minimum Total Overall Points Required to be declared responsive:		36	
		Total achieved:		

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of SAP system administration (BASIS) experience.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience designing and implementing one or more new SAP implementation(s) including: • planning and sizing the technical landscape(s) (all states); and • installing, configuring and integrating components and modules and 5 or more of the following tasks: • load balancing, failover and recoverability • change management and maintenance strategy • central user administration • securing • performance and load testing • backup and restore • implementing and stabilizing production to maximize performance Note: The minimum duration of a qualifying project is 18 months. The Contractor must submit one project of 3 or more years in duration; or two separate projects each of at least 18 months in duration.		

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

| # | Mandatory Technical (MT) Criteria | Contractor's Response | |
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, in one or both of the following tasks: • installing, integrating and stabilizing new SAP software modules into an existing SAP implementation • planning, analyzing and executing a significant SAP technical upgrade* *A significant SAP technical upgrade is a periodic project that is implemented across companies to upgrade their SAP system (SAP Version or EHP, or both) to the latest released version. The upgrade requires analysis, planning and preparation by the technical team. The technical activities involve a number of sequenced steps, many checks and testing. The implementation requires monitoring once in production and may require further stabilization activities.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience gained within the last 10 years prior to the TA issuance date, with SAP Solution Manager including: • configuration; • support and maintenance; and • support of the ChaRM tool.		

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT5	The Contractor must demonstrate that the proposed resource has a minimum of 8 years of experience, gained within the last 15 years prior to the TA issuance date, providing SAP BASIS third-level support including all of the following tasks within high volume* environments: • monitoring • maintaining and troubleshooting servers • communications • security • business processes • transports and database • analyzing and interpreting logs • developing and implementing scripts to automate routine tasks *High volume is defined as 300 or more concurrent users.		

Contract Number:	Amendment Number:	Buyer ID:
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Resource Category: Application/Software Architect (SAP BASIS) – Level 3
Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience performing SAP BASIS support including all of the following tasks in a complex* environment: • monitoring • maintaining and troubleshooting servers • communications • security • business processes • transports and database • analyzing and interpreting logs • developing and implementing scripts to automate routine tasks *Complex is defined as having 3 or more characteristics such as: spanning multiple SAP applications/interfaces, different OS platforms (i.e., Windows and UNIX/LINUX), numerous cross-enterprise processes, may include multiple database platforms, stacks, and multiple SAP landscapes. Note: the Contractor must provide a description of the environment to explain its complexity.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience optimizing and supporting Sybase databases in a production environment.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience optimizing and supporting HANA databases in a production environment.	1+ to 2 years = 5 points 2+ to 3 years = 8 points 4+ years = 10 points	10	

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT4	The Contractor should demonstrate that the proposed resource has experience implementing and providing technical BASIS support for SAP Business Warehouse or SAP Business Objects (BOBJ), or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 5 years = 5 points 5+ to 10 years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has experience mentoring and coaching other technical staff providing BASIS, Solution Manager or Redwood technical support. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a System Administration with SAP NetWeaver certification. Note: a copy of the certification should be provided.	System Administration with SAP NetWeaver certification = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained a SAP HANA certification. Note: a copy of the certification should be provided.	SAP HANA certification = 5 points	5	
	Total Available points:		60	
	Minimum Total Overall Points Required to be declared responsive:		36	
	Total achieved:			

Resource Category: ERP System Analyst (SAP BASIS Database Analyst) – Level 2			
Name of Resource:			

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of SAP system administration (BASIS) experience, gained within last 10 years prior to the TA issuance date, working with SAP NetWeaver, ABAP and Java stacks.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, installing, configuring and optimizing SAP database and application servers to maximize system performance and availability.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, performing SAP BASIS support including all of the following tasks: • system monitoring • maintaining and troubleshooting servers • communications • perform backups, restores and refreshes of database and application servers • transports and database • analyzing and interpreting logs • developing and implementing scripts to automate routine tasks • developing/implementing solutions to address issues		

Resource Category: ERP System Analyst (SAP BASIS Database Analyst) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience in installation, technical configuration, maintenance and administration of SAP Business Warehouse.	1+ to 3 years = 5 points 3+ to 7 years = 10 points 7+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience in maintenance, support and administration for SAP Solution Manager.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has 3 or more years of experience in maintaining, supporting and administering any of the following: • SAP BI Suite including Business Objects or BPC, or both • SAP Redwood Scheduler • SAP PO/PI Each bullet should be demonstrated once. No bonus points for demonstrating the same bullet more than once.	SAP BI Suite including Business Objects or BPC, or both = 5 points SAP Redwood Scheduler = 5 points SAP PO/PI = 5 points	15	
RT4	The Contractor should demonstrate that the proposed resource has all the following experience: • analyzing SAP OSS Notes and enhancements packs to determine the applicability and impact to the SAP environment • developing a strategy to implement the OSS Notes • testing and implementing the implemented change(s)	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has SAP system administration (BASIS) experience working with SAP HANA.	1+ to 2 years = 3 points 2+ to 5 years = 8 points 5+ years = 10 points	10	

Resource Category: ERP System Analyst (SAP BASIS Database Analyst) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT6	The Contractor should demonstrate that the proposed resource has SAP system administration (BASIS) experience working with Sybase.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a System Administration with SAP NetWeaver certification. Note: a copy of the certification should be provided.	System Administration with SAP NetWeaver certification = 5 points	5	
	Total Available points:		70	
	Minimum Total Overall Points Required to be declared responsive:		42	
	Total achieved:			

Resource Category: ERP System Analyst (SAP BI) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of experience, gained within the last 15 years prior to the TA issuance date, developing and implementing SAP-based solutions using SAP BW and including all of the following BW object types: • InfoCubes • Multiproviders • DataStore Objects • InfoSet Queries • Transformations • Planning components • Extractors • Bex Queries/Web Templates		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of experience, gained within the last 15 years prior to the TA issuance date, as the senior technical resource* performing all of the following activities: • data extraction • data quality assurance • identifying solutions for data problems *Senior technical resource is defined as an individual with a high level of technical expertise on the team, and the lead person on troubleshooting and resolving BI data issues.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, prior to the TA issuance date, developing and implementing a customized SAP Business Planning & Consolidation (BPC) solution which contains both of the following: • Custom Forms • Custom Visual Basic Macros		

Resource Category: ERP System Analyst (SAP BI) – Level 3		
Name of Resource:		

#	**Mandatory Technical (MT) Criteria**	**Contractor's Response**	
		Demonstrated Experience (Contractor to Insert Data)	**Insert Page # of Resume**
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience developing SAP BW solutions for data contained in each of the following SAP modules: • FI-CO • HR • FM		

Resource Category: ERP System Analyst (SAP BI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing and implementing BAdI's for BW.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience developing and implementing a custom security solution for BW, or BPC, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT3	The Contractor should demonstrate that the proposed resource has experience* developing SAP BW solutions for data contained in the following SAP modules: • FI-CA • MM • SD No bonus points for demonstrating the same module more than once. *To qualify, the resource must have worked on the referenced project for a minimum of 6 consecutive months in duration. Overlapping projects will be accepted provided each project meets the criterion.	FI-CA = 5 points MM = 10 points SD = 10 points	25	
RT4	The Contractor should demonstrate that the proposed resource has experience developing and implementing BAdI's for BPC.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	

Resource Category: ERP System Analyst (SAP BI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT5	The Contractor should demonstrate that the proposed resource has experience developing ABAP solutions.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date a SAP NetWeaver BI certification. Note: a copy of the certification should be provided.	SAP NetWeaver BI certification = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained a SAP HANA certification. Note: a copy of the certification should be provided.	SAP HANA certification = 5 points	5	
		Total Available points:	90	
	Minimum Total Overall Points Required to be declared responsive:		54	
		Total achieved:		

Resource Category: ERP System Analyst (SAP BI) – Level 2

Name of Resource:

| # | Mandatory Technical (MT) Criteria | Contractor's Response | |
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, supporting and maintaining SAP-based solutions using SAP BW and including 5 or more of the following BW object types: • InfoCubes • Multiproviders • DataStore Objects • InfoSet Queries • Transformations • Extractors • Bex Queries/Web Templates		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, supporting all of the following activities: • data modeling • data extraction • data quality assurance • monitoring and production support • identifying solutions for data problems		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, preparing and maintaining all of the following technical documentation: • technical design specifications • test scripts • test reports • production support documentation		

Resource Category: ERP System Analyst (SAP BI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing and implementing BAdI's for BW.	1+ to 4 years = 5 points 4+ to 6 years = 10 points 6+ years = 15	15	
RT2	The Contractor should demonstrate that the proposed resource has experience over and above the minimum 5 years supporting and maintaining SAP-based solutions using SAP BW and including 5 or more of the following BW object types: • InfoCubes • Multiproviders • DataStore Objects • InfoSet Queries • Transformations • Extractors • Bex Queries/Web Templates	5+ to 6 years = 3 points 6+ to 8 years = 6 points 8+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience over and above the minimum 5 years supporting all of the following activities: • data modeling • data extraction • data quality assurance • monitoring and production support • identifying solutions for data problems	5+ to 6 years = 4 points 6+ to 8 years = 8 points 8+ years = 10 points	10	

Resource Category: ERP System Analyst (SAP BI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT4	The Contractor should demonstrate that the proposed resource has experience* developing SAP BW solutions for data contained in the following SAP modules: • FI-CO • HR • FM Modules should only be demonstrated once. No bonus points for demonstrating the same module more than once. *To qualify, the resource must have worked on the referenced project for a minimum of 6 consecutive months in duration.	• FI-CO = 5 points • HR = 5 points • FM = 5 points	15	
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date a SAP NetWeaver BI certification. Note: a copy of the certification should be provided.	SAP NetWeaver BI certification = 5 points	5	
	Total Available points:		55	
	Minimum Total Overall Points Required to be declared responsive:		33	
	Total achieved:			

Resource Category: ERP Technical Analyst (SAP Security) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, in building and maintaining SAP security roles, including composite roles. Note: the Contractor must provide a reference for each project.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, gained within the last 5 years prior to the TA issuance date, analyzing and migrating security and authorizations during an upgrade.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, analyzing and applying Online SAP Support Notes (OSS Notes) to SAP security.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, analyzing and implementing security and authorizations on an SAP Java-based system.		

Resource Category: ERP Technical Analyst (SAP Security) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has hands-on experience with advanced* SAP security topics, administration and best practices. *Advanced SAP security topics may include, without being limited to, any of the following: • USOBX table maintenance • creation of 'firefighter' roles • securing tables with s_tabu_dis and s_tabu_nam • authorization debugging • parameter transactions • organizational fields and derived roles	1+ to 3 years = 3 points 3+ to 5 years = 7 points 5+ years = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience gathering/interpreting general functional business access requirements, conducting analysis and defining an appropriate SAP security solution including all business and support roles.	1+ to 3 years = 3 points 3+ to 5 years = 7 points 5+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience with SAP security on a HANA platform.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT4	The Contractor should demonstrate that the proposed resource has experience with SAP security for both Business Objects (BOBJ) and SAP Business Warehouse. Only the duration of time period when the proposed resource worked on both BOBJ and SAP Business Warehouse will be counted toward the resource's length of experience.	1+ to 3 years = 3 points 3+ years = 5 points	5	

Resource Category: ERP Technical Analyst (SAP Security) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT5	The Contractor should demonstrate that the proposed resource has experience creating, testing and implementing custom SAP security solutions which include User Exits and exception handling.	1+ to 5 years = 5 points 5+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date a SAP Security certification. Note: a copy of the certification should be provided.	SAP Security certification = 5 points	5	
	Total Available points:		45	
	Minimum Total Overall Points Required to be declared responsive:		27	
	Total achieved:			

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 3
Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of experience, gained within the last 15 years prior to the TA issuance date, in a technical hands-on capacity working with SAP technologies.		
MT2	Using a minimum of two different SAP projects*, the Contractor must demonstrate that the proposed resource has at least 5 years of experience, gained within the last 10 years prior to the TA issuance date, in performing the implementation or upgrade, or both, of either the SAP Process Orchestration module or the Process Integration (PO/PI) module. *To qualify, the resource must have worked on the referenced SAP projects for a minimum of 9 consecutive months in duration.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, designing, developing, testing and implementing SAP PO or PI* interfaces, work flows and end-to-end business processes for integrating SAP solutions and external non-SAP based applications. *Note: at least one project on which the resource has worked for a minimum duration of 12 consecutive months must be designing, developing, testing and implementing SAP PO.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience providing day-to-day production support, troubleshooting SAP PO/PI and resolving incidents involving queues, messages and business processes running in production.		

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has direct* experience working with JMS Adapters and file adapters. *Direct experience working with JMS Adapters and file adapters includes two or more of the following activities: • implementing • troubleshooting • configuring • supporting	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience designing, developing and implementing SAP solutions involving web services and proxies.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT3	The Contractor should demonstrate using a minimum of two different SAP projects*, that the proposed resource has experience performing the installation and setup and/or the upgrade of the SAP NetWeaver Development Infrastructure. *To qualify, the resource must have worked on the referenced SAP projects for a minimum of 12 consecutive months in duration and wo or more of the following: • Design Time Repository • Component Build Service • Change Management Service • System Landscape Directory • SAP NetWeaver Development Studio	Less than 2 projects = 0 point 2 projects = 5 points 3+ projects = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience developing ABAP solutions.	1+ to 3 years = 5 points 3+ years = 10 points	10	

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date, a SAP Process Integration certification or a SAP Process Orchestration certification. Note: a copy of the certification should be provided.	SAP Process Integration certification or a SAP Process Orchestration certification = 5 points	5	
		Total Available points:	55	
	Minimum Total Overall Points Required to be declared responsive:		33	
		Total achieved:		

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, in a technical hands-on capacity working with SAP technologies.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, gained within the last 10 years prior to the TA issuance date, developing, testing and implementing SAP PO/PI interfaces and end-to-end business processes.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, prior to the TA issuance date, providing day-to-day support, troubleshooting SAP PO/PI and resolving incidents involving queues, messages and business processes.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, prior to the TA issuance date, writing and maintaining documentation including all the following: • technical design specifications • test scripts • reports		

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience over and above the minimum of 2 years developing, testing and implementing SAP PO/PI interfaces and end-to-end business processes.	2+ to 4 years = 5 points 4+ to 6 years = 10 points 6+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience over and above the minimum of 2 years providing day-to-day support, troubleshooting SAP PO/PI and resolving incidents involving queues, messages and business processes.	2+ to 4 years = 5 points 4+ to 6 years = 10 points 6+ years = 15 points	15	
RT3	The Contractor should demonstrate that the proposed resource has direct* experience working with Java Message Service (JMS) Adapters and file adapters. *Direct experience working with JMS Adapters and file adapters includes two or more of the following activities: • implementing • troubleshooting • configuring • supporting	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience designing, developing, testing and implementing SAP solutions involving web services and proxies.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date, a SAP Process Integration certification or a SAP Process Orchestration certification.	SAP Process Integration certification or a SAP Process Orchestration certification = 5 points	5	

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
	Note: a copy of the certification should be provided.			
Total Available points:			55	
Minimum Total Overall Points Required to be declared responsive:			33	
Total achieved:				

Resource Category: Programmer/Software Developer, FI (SAP ABAP) – Level 2

Name of Resource:

| # | Mandatory Technical (MT) Criteria | Contractor's Response | |
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, using Advanced Business Application Programming (ABAP) object oriented programming techniques.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience, gained within the last 5 years prior to the TA issuance date, developing ABAP code for the SAP Financial Accounting (FI) module.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, analyzing and applying Online SAP Support Notes (OSS Notes) to SAP ABAP code problems.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, providing day-to-day production support of SAP business processes for a business-critical SAP application including all of the following activities: • performing daily system checks • handling and resolving system and customer tickets • monitoring messages, jobs and process chains • checking system performance • performance tuning • analyzing problems using ABAP Dump Analysis (ST22) • Writing Online Service System OSS messages to SAP		

Contract Number:	Amendment Number:	Buyer ID:
47419-252068/002/EL		640EL

TBIPS Category: Programmer/Software Developer, FI (SAP ABAP) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience planning and developing inbound and outbound SAP interfaces.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience developing SAP Smart Forms.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience with the ABAP Debugger tool that is available in SAP.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience in unit and integration testing in a SAP environment.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has experience with SAP version ECC 6.0 or HANA, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a SAP ABAP certification. Note: a copy of the certification should be provided.	SAP ABAP certification = 5 points	5	
		Total Available points:	55	
	Minimum Total Overall Points Required to be declared responsive:		33	
		Total achieved:		

Resource Category: Application/Software Architect, HR (ERP SAP ABAP) – Level 3		
Name of Resource:		

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 15 years prior to the TA issuance date, as an Application Architect designing, developing and implementing SAP human resource (HR) solutions based on the SAP Human Capital Management (HCM) module and/or SAP SuccessFactors.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience, gained within the last 15 years prior to the TA issuance date, developing, implementing and supporting SAP human resource solutions for E-Recruitment.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years, gained within the last 10 years prior to the TA issuance date, developing and implementing interface solutions to other applications. Note: the Contractor must provide a summary (2 to 4 sentences per technology involved) of the solution and interfaces he/she developed.		

Resource Category: Application/Software Architect, HR (ERP SAP ABAP) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing interface solutions using ABAP.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience integrating SAP solutions with separately-managed applications (i.e., developed and supported by other organizations or teams).	1+ to 5 years = 5 points 5+ to 10 years = 12 points 10+ years = 15 points	15	
RT3	The Contractor should demonstrate that the proposed resource has experience developing SAP HCM or SAP SuccessFactors solutions, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	5+ to 10 years = 5 points 10+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience integrating SAP Business Workflows into SAP business processes.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a SAP ABAP or SAP SuccessFactors certification. Note: a copy of the certification should be provided.	SAP ABAP or SAP SuccessFactors certification = 5 points	5	
		Total Available points:	50	
	Minimum Total Overall Points Required to be declared responsive:		30	

Contract Number:	Amendment Number:	Buyer ID:
47419-252068/002/EL		640EL

Resource Category: Application/Software Architect, HR (ERP SAP ABAP) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
		Total achieved:		

Resource Category: Programmer/Software Developer, HR (SAP ABAP) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, using Advanced Business Application Programming (ABAP) object oriented programming techniques.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience, gained within the last 5 years prior to the TA issuance date, developing ABAP code for the SAP Human Capital Management (HCM) or SAP SuccessFactors module.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, analyzing and applying Online SAP Support Notes (OSS Notes) to SAP ABAP code problems.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, providing day-to-day production support of SAP business processes for a business-critical SAP application including all of the following activities: • performing daily system checks • handling and resolving system and customer tickets • monitoring messages, jobs and process chains • checking system performance • performance tuning • analyzing problems using ABAP Dump Analysis (ST22) • Writing Online Service System OSS messages to SAP		

Contract Number:	Amendment Number:	Buyer ID:
47419-252068/002/EL		640EL

TBIPS Category: Programmer/Software Developer, HR (SAP ABAP) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience planning and developing inbound/outbound SAP interfaces.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience developing SAP Smart Forms.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience with the ABAP Debugger tool that is available in SAP.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience in unit and integration testing in a SAP environment.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has experience with SAP version ECC 6.0 or HANA, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a SAP ABAP or SAP SuccessFactors certification. Note: a copy of the certification should be provided.	SAP ABAP or SAP SuccessFactors certification = 5 points	5	
	Total Available points:		55	
	Minimum Total Overall Points Required to be declared responsive:		33	
	Total achieved:			

APPENDIX D TO ANNEX A

CERTIFICATIONS AT THE TA STAGE

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the Contractor's quotation when it is submitted to Canada.

1.   CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all the information provided in the résumés and supporting material proposed for completing the subject work, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Contractor to be true and accurate. Furthermore, the Contractor warrants that every individual proposed by the Contractor for the requirement is capable of performing the Work described in the Task Authorization.

_____   _____

Print name of authorized individual & sign above   Date

2.   CERTIFICATION OF AVAILABILITY OF PERSONNEL

The Contractor certifies that, should it be authorized to provide services under this Task Authorization, the persons proposed in the quotation will be available to commence performance of the work within a reasonable time from the date of issuance of the valid Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

_____   _____

Print name of authorized individual & sign above   Date

3.   CERTIFICATION OF STATUS OF PERSONNEL

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract Period the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

_____   _____

Print name of authorized individual & sign above   Date

4.   CERTIFICATION OF LANGUAGE - English or Bilingual

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are

[Option 1 - Unilingual English] fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

[Option 2 - Bilingual] fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

_____   _____

Print name of authorized individual & sign above   Date

ANNEX B

BASIS OF PAYMENT

INITIAL CONTRACT PERIOD (2 YEARS):

Initial Contract Period		
Resource Category	**Level of Expertise**	**Firm Per Diem Rate**
Application/Software Architect, FI (ERP SAP ABAP)	Level 3	
Application/Software Architect, HR (ERP SAP ABAP)	Level 3	
Application/Software Architect (SAP BASIS)	Level 3	
ERP System Analyst (SAP BASIS Database Analyst)	Level 2	
ERP System Analyst (SAP BI)	Level 3	
ERP System Analyst (SAP BI)	Level 2	
ERP Technical Analyst (SAP Security)	Level 2	
ERP Technical Analyst (SAP PO-PI)	Level 3	
ERP Technical Analyst (SAP PO-PI)	Level 2	
Programmer/Software Developer, FI (SAP ABAP)	Level 2	
Programmer/Software Developer, HR (SAP ABAP)	Level 2	

OPTION PERIOD 1 (2 YEARS):

Option Period 1		
Resource Category	**Level of Expertise**	**Firm Per Diem Rate**
Application/Software Architect, FI (ERP SAP ABAP)	Level 3	
Application/Software Architect, HR (ERP SAP ABAP)	Level 3	
Application/Software Architect (SAP BASIS)	Level 3	
ERP System Analyst (SAP BASIS Database Analyst)	Level 2	
ERP System Analyst (SAP BI)	Level 3	
ERP System Analyst (SAP BI)	Level 2	
ERP Technical Analyst (SAP Security)	Level 2	
ERP Technical Analyst (SAP PO-PI)	Level 3	
ERP Technical Analyst (SAP PO-PI)	Level 2	
Programmer/Software Developer, FI (SAP ABAP)	Level 2	
Programmer/Software Developer, HR (SAP ABAP)	Level 2	

OPTION PERIOD 2 (2 YEARS):

Option Period 2		
Resource Category	**Level of Expertise**	**Firm Per Diem Rate**
Application/Software Architect, FI (ERP SAP ABAP)	Level 3	
Application/Software Architect, HR (ERP SAP ABAP)	Level 3	
Application/Software Architect (SAP BASIS)	Level 3	
ERP System Analyst (SAP BASIS Database Analyst)	Level 2	
ERP System Analyst (SAP BI)	Level 3	
ERP System Analyst (SAP BI)	Level 2	
ERP Technical Analyst (SAP Security)	Level 2	
ERP Technical Analyst (SAP PO-PI)	Level 3	
ERP Technical Analyst (SAP PO-PI)	Level 2	
Programmer/Software Developer, FI (SAP ABAP)	Level 2	
Programmer/Software Developer, HR (SAP ABAP)	Level 2	

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ANNEX C

SECURITY REQUIREMENTS CHECK LIST

(SEE ATTACHED DOCUMENT)

000097

COMMON-PS-SRCL#19

	Security Classification / Classification de sécurité
	UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine *CBSA*	2. Branch or Directorate / Direction générale ou Direction *ISTB / BASD*

3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant

4. Brief Description of Work / Brève description du travail

Establish a multi-year IT Professional Services supply arrangement for the use of the SAP Competency Centre.

5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	✓ No Non	☐ Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	✓ No Non	☐ Yes Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	☐ No Non	✓ Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	✓ No Non	☐ Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	✓ No Non	☐ Yes Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada ✓	NATO / OTAN ☐	Foreign / Étranger ☐

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions Aucune restriction relative à la diffusion ✓	All NATO countries Tous les pays de l'OTAN ☐	No release restrictions Aucune restriction relative à la diffusion ☐
Not releasable À ne pas diffuser ☐		
Restricted to: / Limité à : ☐	Restricted to: / Limité à : ☐	Restricted to: / Limité à : ☐
Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :

7. c) Level of information / Niveau d'information

PROTECTED A PROTÉGÉ A	✓	NATO UNCLASSIFIED NATO NON CLASSIFIÉ	☐	PROTECTED A PROTÉGÉ A	☐
PROTECTED B PROTÉGÉ B	✓	NATO RESTRICTED NATO DIFFUSION RESTREINTE	☐	PROTECTED B PROTÉGÉ B	☐
PROTECTED C PROTÉGÉ C	✓	NATO CONFIDENTIAL NATO CONFIDENTIEL	☐	PROTECTED C PROTÉGÉ C	☐
CONFIDENTIAL CONFIDENTIEL	✓	NATO SECRET NATO SECRET	☐	CONFIDENTIAL CONFIDENTIEL	☐
SECRET SECRET	✓	COSMIC TOP SECRET COSMIC TRÈS SECRET	☐	SECRET SECRET	☐
TOP SECRET TRÈS SECRET	☐			TOP SECRET TRÈS SECRET	☐
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	☐			TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	☐

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

COMMON-PS-SRCL#19

Government **Gouvernement**
of Canada du Canada

Contract Number / Numéro du contrat
47419-252068
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
☑ No / Non ☐ Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
☑ No / Non ☐ Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document .

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

☑ RELIABILITY STATUS / COTE DE FIABILITÉ
☑ CONFIDENTIAL / CONFIDENTIEL
☑ SECRET / SECRET
☐ TOP SECRET / TRÈS SECRET
☐ TOP SECRET– SIGINT / TRÈS SECRET – SIGINT
☐ NATO CONFIDENTIAL / NATO CONFIDENTIEL
☐ NATO SECRET / NATO SECRET
☐ COSMIC TOP SECRET / COSMIC TRÈS SECRET
☐ SITE ACCESS / ACCÈS AUX EMPLACEMENTS

Special comments:
Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?
☑ No / Non ☐ Yes / Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté?
☑ No / Non ☐ Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?
☑ No / Non ☐ Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?
☑ No / Non ☐ Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?
☑ No / Non ☐ Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF A LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?
☑ No / Non ☐ Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?
☑ No / Non ☐ Yes / Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

000099

COMMON-PS-SRCL#19

Contract Number / Numéro du contrat
47419-252068
Security Classification / Classification de sécurité
UNCLASSIFIED

Government of Canada   Gouvernement du Canada

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
Information / Assets Renseignements / Biens																
Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?   ☑ No / Non   ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?   ☑ No / Non   ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

COMMON-PS-SRCL#19

Contract Number / Numéro du contrat
47419-252068
Security Classification / Classification de sécurité
UNCLASSIFIED

Government of Canada **Gouvernement du Canada**

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
SYLVIE GINGRAS	DIRECTOR, ISTB	*Sylvie Gingras*

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
(343) 291-5315	(866) 335-3237	SYLVIE.GINGRAS@CBSA-ASFC.GC.CA	April 30, 2018

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Stephane Lafortune	Security Specialist.	

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
343 291 7776		Stephane.lafortune@cbsa-asfc.gc.ca	3.5.2018.

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?   ☐ No/Non   ☐ Yes/Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Ivy Pui	Supply Specialist	Digitally signed by Pui, Ivy Date: 2019.02.22 11:04:17 -05'00'

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	
613-858-9873		ivy.pui@tpsgc-pwgsc.gc.ca	

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
		Saumur, Jacques O Digitally signed by Saumur, Jacques O DN: c=CA, o=GC, ou=PWGSC-TPSGC, cn=Saumur, Jacques O Date: 2017.02.02 13:38:31 -05'00'

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

Jacques Saumur
Contract Security Officer
Contracts Security Division|Division des contrats sécurité /
Contract Security Program|Programme de sécurité des contrats /
Public Services and Procurement Canada| Services publics et Approvisionnement Canada
Jacques.Saumur@tpsgc-pwgsc.gc.ca
Telephone | Téléphone 613-948-1732
Facsimile | Télécopieur 613-948-1712

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

000101

SECURITY CLASSIFICATION GUIDE

The purpose of the Security Classification Guide is to clarify the multiple levels of security screening identified under Part B of the Security Requirements Check List (SRCL) described in Annex C. In addition to the Contractor and its resources' obligation to comply with the provisions of the SRCL described in Annex C, the following must be adhered to:

1. Personnel security screening level requirements for **No Security**
   - Resources who do not hold a valid personnel security screening, must not have or be given access to Protected, Confidential or Secret documents. Resources must also be escorted while on site.

2. Personnel security screening level requirements for **Reliability Status**
   - Resources who hold a valid personnel security screening only at the level of RELIABILITY STATUS must not have or be given access to Confidential or Secret documents.

3. Personnel security screening level requirements for **Confidential**
   - Resources who hold a valid personnel security screening only at the level of CONFIDENTIAL must not have or be given access to Secret documents.

4. Personnel security screening level requirements for **Secret**
   - Resources who hold a valid personnel security screening only at the level of SECRET must not have or be given access to Top Secret documents.

5. Personnel security screening level requirements for **various provisions**
   - For Task Authorizations where there are multiple associated security provisions (No Security, Reliability, Secret), the Task Authorization will identify the personnel security screening required for each portion of the work.
   - It is the Project Authority's and Contractor's responsibility to ensure that the resources do not have or be given access to documents for which they do not hold the appropriate personnel security screening level.

6. Information classified at the level of **Protected A**, **Protected B** or **Confidential** must be properly marked and can only be sent/shared electronically once encrypted for the recipients.

7. Information classified at the level of **Secret** must be properly marked and cannot be sent electronically. All Secret information and/or documents must be saved to a CBSA approved encrypted USB device and delivered to the recipient using an approved security cleared courier.

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

TASK AUTHORIZATION FORM
FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) **/ PARTIE 1** (complété par le Responsable technique / Chargé du projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat : **47419-252068/002/EL**

Contractor Name / Nom du Contracteur : **Cache Computer Consulting Corp**

Task Authorization (TA) No. N° de l'autorisation de tâches (AT) :	Commitment No. N° de l'engagement :	Financial Coding Code financier :	Date of Issuance Date d'émission :	Response required by Réponse requise d'ici le :
2020002947	**1000351914**	192060060	2020-03-25	25-Mar-2020

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / N° de la modification :

Reason for the Amendment / Raison pour la modification :

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category and Level Catégorie et Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis
Application/Software Architect (SAP BASIS) Level 3		English	Secret

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)

See attached / Voir pièce jointe

Period of Services / Période de service:

Initial Start Date / Date de début initiale : **01-Apr-2020**   Initial End Date / Date de fin initiale : **04-Aug-2021**

Extented End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification):

☐ Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Optional End Date(S) / Date(s) de fin optionnelle(s)	Status / Statut
	O In Effect / en vigueur

Travel Requirement(s) / Exigence(s) de voyage :	n/a
Work Location(s) / Lieu(x) de travail :	355 N River Rd Ontario

PART 2 (completed by the Contractor and/or the Technical/Project Authority) **/ PARTIE 2** (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

Contractor Resource(s) and Estimated Cost / Ressource(s) du Contracteur et Coût total estimatif

Note: once approved, only the following resources may provide services under this TA. / Nota : une fois approuvée, seules les ressources suivantes peuvent fournir des services sous la présente AT

Name / Nom Category and Level / Catégorie et Niveau	PWGSC Security File No. / Nº du dossier de sécurité TPSGC	Linguistic Profile / Profil linguistique	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Estimated Cost / Coût total estimatif
ERP System Analyst (SAP BI) L3		English			$385,320.00
					$0.00
			Estimated Cost / Coût estimatif		**$385,320.00**
		Total Estimated Travel and Living Cost / Coût total estimatif de voyage et de vie			$0.00
		Total Estimated Cost / Coût total estimatif			**$385,320.00**

Check applicable Basis of Payment /
Cocher la Base de Paiement applicable :

Maximum Price / Prix Maximum : ☐

Firm Price / Prix Ferme : ☐

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the authorized client authority and/or the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the Contract.

The client's authorization limit is $300,000. When the value of a TA and its amendments (excluding Applicable Taxes) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et/ou l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT est conforme aux conditions du contrat.

La limite d'autorisation du client est $300,000. Lorsque la valeur de l'AT et ses modifications (excluant les taxes applicables) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation

Laurent Bellard
Laurent Bellard   2020-03-26

Ivy Pui

Name of Authorized Client / Nom du client autorisé   Date

Name of Contracting Authority / Nom de l'autorité contractante   Date

Signature

Pui, Ivy Digitally signed by Pui, Ivy
Date: 2020.03.30 13:08:44 -04'00'

Signature

Name of the representative from the SPD of CBSA /
Nom d'un représentant de la DAS de l'ASFC   Date

CASTONGUAY KARIEANNE

Digitally signed by CASTONGUAY KARIEANNE
DN: C=ca, O=gc, OU=ccra-adrc, OU=PERSONNEL,
SERIALNUMBER=2019058112701000 + CN=CASTONGUAY
KARIEANNE
Reason: I am approving this document with my legally binding signature
Location:
Date: 2020-03-27 09:15:03
Foxit PhantomPDF Version: 9.4.1

Signature

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

Digitally singed by: Maureen Virtue   Mvirtue   March 30, 2020
Director, Client Relations

Name and Title of individual authorized to sign on behalf of the Contractor /
Nom et titre Signature de la personne autorisée à signer au nom de l'entrepreneur   Signature   Date

Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

TASK AUTHORIZATION FORM
FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) **/ PARTIE 1** (complété par le Responsable technique / Chargé du projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat :   **47419-252068/002/EL**

Contractor Name / Nom du Contracteur :   **Cache Computer Consulting Corp**

Task Authorization (TA) No. Nº de l'autorisation de tâches (AT) :	Commitment No. Nº de l'engagement :	Financial Coding Code financier :	Date of Issuance Date d'émission :	Response required by Réponse requise d'ici le :
2020002293	**1000349077**	192060060	2020-05-25	

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / Nº de la modification :   **1**

Reason for the Amendment / Raison pour la modification   To extend the TA to 30 June 2021 and to add   days

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category and Level Catégorie et Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis
ERP System Analyst (SAP BI) Level 2		English	Secret

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)

See attached / Voir pièce jointe

Period of Services / Période de service:

Initial Start Date / Date de début initiale :   **10-Feb-2020**   Initial End Date / Date de fin initiale :   **30-Jun-2020**

Extented End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification):

☒   Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Optional End Date(S) / Date(s) de fin optionnelle(s)	Status / Statut
30-Jun-2021	☉ In Effect / en vigueur

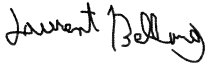| Travel Requirement(s) / Exigence(s) de voyage :	Currently working from home in Toronto, will have to come back to Ottawa once COVID-19 restrictions ease and ready to resume operations in Ottawa.
Work Location(s) / Lieu(x) de travail :	355 N River Rd Ontario WFH during COVID-19

PART 2 (completed by the Contractor and/or the Technical/Project Authority) **/ PARTIE 2** (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

Contractor Resource(s) and Estimated Cost / Ressource(s) du Contracteur et Coût total estimatif

Note: once approved, only the following resources may provide services under this TA. / Nota : une fois approuvée, seules les ressources suivantes peuvent fournir des services sous la présente AT

Name / Nom Category and Level / Catégorie et Niveau	PWGSC Security File No. / Nº du dossier de sécurité TPSGC	Linguistic Profile / Profil linguistique	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Estimated Cost / Coût total estimatif
ERP System Analyst (SAP BI) Level 2	96157790	English			$340,275.00
					$0.00
			Estimated Cost / Coût estimatif		**$340,275.00**
			Total Estimated Travel and Living Cost / Coût total estimatif de voyage et de vie		$0.00
			Total Estimated Cost / Coût total estimatif		**$340,275.00**

Check applicable Basis of Payment / Cocher la Base de Paiement applicable :	Maximum Price / Prix Maximum :	[X]	Firm Price / Prix Ferme :	[ ]

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the authorized client authority and/or the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the Contract.

The client's authorization limit is $300,000. When the value of a TA and its amendments (excluding Applicable Taxes) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et/ou l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT est conforme aux conditions du contrat.

La limite d'autorisation du client est $300,000. Lorsque la valeur de l'AT et ses modifications (excluant les taxes applicables) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation

Laurent Bellard	2020-06-26	Ivy Pui	
Name of Authorized Client / Nom du client autorisé	Date	Name of Contracting Authority / Nom de l'autorité contractante	Date

Laurent Bellard (signature)

Pui, Ivy
Digitally signed by Pui, Ivy
Date: 2020.06.26
14:23:28 -04'00'

Signature   Signature

CLOUTIER YVES

Digitally signed by CLOUTIER YVES
DN: C=ca, O=gc, OU=ccra-adrc, OU=PERSONNEL,
CN=CLOUTIER YVES +
SERIALNUMBER=2018212163639225
Reason: I am the author of this document
Location:
Date: 2020-06-30 10:55:12
Foxit PhantomPDF Version: 9.4.1

Name of the representative from the SPD of CBSA / Nom d'un représentant de la DAS de l'ASFC   Date

Signature

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

Victoria Fisher, CEO/President	*(signature)*	June 29th. 2020
Name and Title of individual authorized to sign on behalf of the Contractor / Nom et titre Signature de la personne autorisée à signer au nom de l'entrepreneur	Signature	Date

Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

TASK AUTHORIZATION FORM
FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) / **PARTIE 1** (complété par le Responsable technique / Chargé de projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat :	**47419-252068/002/EL**
Contractor Name / Nom du Contracteur :	**Cache Computer Consulting Corp**

Task Authorization (TA) No. N° de l'autorisation de tâches (AT) :	Commitment No. N° de l'engagement :	Financial Coding Code financier :	Date of Issuance Date d'émission :	Response required by Réponse requise d'ici le :
2020002293	**1000349077**	192060060	2020-01-29	

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / N° de la modification : **NEW**

Reason for the Amendment / Raison pour la modification :

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category and Level Catégorie et Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis
ERP System Analyst (SAP BI) Level 2		English	Secret

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)

See attached / Voir pièce jointe

Period of Services / Période de service:

Initial Start Date / Date de début initiale :	**10-Feb-2020**	Initial End Date / Date de fin initiale :	**30-Jun-2020**

Extented End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification)

☐ Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Optional End Date(S) / Date(s) de fin optionnelle(s)	Status / Statut
	○ In Effect / en vigueur

Travel Requirement(s) / Exigence(s) de voyage :	n/a
Work Location(s) / Lieu(x) de travail :	355 N River Rd Ontario

Released under the Access to Information Act / ASFC - Divulgation en vertu de la loi sur l'Accès à l'information

PART 2 (completed by the Contractor and/or the Technical/Project Authority) **/ PARTIE 2** (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

Contractor Resource(s) and Estimated Cost / Ressource(s) du Contracteur et Coût total estimatif

Name / Nom Category and Level / Catégorie et Niveau	PWGSC Security File No. / Nº du dossier de sécurité TPSGC	Linguistic Profile / Profil linguistique	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Estimated Cost / Coût total estimatif
ERP System Analyst (SAP BI) Level 2	96-15-7790	English			$96,525.00
					$0.00
				Estimated Cost / Coût estimatif	$96,525.00
				Total Estimated Travel and Living Cost / Coût total estimatif de voyage et de vie	$0.00
				Total Estimated Cost / Coût total estimatif	$96,525.00

Check applicable Basis of Payment / Cocher la Base de Paiement applicable :	Maximum Price / Prix Maximum :	[x]	Firm Price / Prix Ferme :	[ ]

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the authorized client authority and/or the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the Contract.

The client's authorization limit is _____. When the value of a TA and its amendments (excluding Applicable Taxes) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorise et/ou l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT est conforme aux conditions du contrat.

La limite d'autorisation du client est _____. Lorsque la valeur de l'AT et ses modifications (excluant les taxes applicables) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation.

Laurent Bellard	2020-01-30	Ivy Pui	
Name of Authorized Client / Nom du client autorisé	Date	Name of Contracting Authority / Nom de l'autorité contractante	Date

Laurent Bellard
Signature

CASTONGUAY KARIEANNE
Signature

Digitally signed by CASTONGUAY KARIEANNE
DN: C=ca, O=gc, OU=ccra-adrc, OU=PERSONNEL, SERIALNUMBER=031905911751000 + CN=CASTONGUAY KARIEANNE
Reason: I am the author of this document
Location:
Date: 2020-01-31 09:30:19
Foxit PhantomPDF Version: 9.4.1

Annick Monfette

Name of the representative from the SPD of CBSA / Nom d'un représentant de la DAS de l'ASFC	Date

Signature

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

VICTORIA FISHER, PRESIDENT / CEO	[signature]	JAN 30/20
Name and Title of individual authorized to sign on behalf of the Contractor / Nom et titre Signature de la personne autorisée à signer au nom de l'entrepreneur	Signature	Date

Public Works and   Travaux publics et
Government Services   Services gouvernementaux
Canada   Canada

TASK AUTHORIZATION FORM
FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) **/ PARTIE 1** (complété par le Responsable technique / Chargé du projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat :	**47419-252068/002/EL**
REQ#	**1000349076**
Contractor Name / Nom du Contracteur :	**Cache Computer Consulting Corp**

Task Authorization (TA) No. N° de l'autorisation de tâches (AT) :	Commitment No. N° de l'engagement :	Financial Coding Code financier :	Date of Issuance Date d'émission :	Response required by Réponse requise d'ici le :
2020001320		192060060	2019-10-02	2019-10-08

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / N° de la modification :

Reason for the Amendment / Raison pour la modification :

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category and Level Catégorie et Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis
Programmer/Software Developer, FI (SAP ABAP) Level 2		English	Reliability / Fiabilité

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)
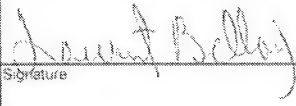
See attached / Voir pièce jointe

Period of Services / Période de service:

Initial Start Date / Date de début initiale :	**03-Oct-2019**	Initial End Date / Date de fin initiale :	**04-Aug-2021**

Extented End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification):

☐ Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Optional End Date(S) / Date(s) de fin optionnelle(s)	Status / Statut
	O In Effect / en vigueur

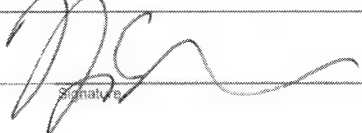|	
Travel Requirement(s) / Exigence(s) de voyage :	n/a
Work Location(s) / Lieu(x) de travail :	355 N River Rd Ontario

PART 2 (completed by the Contractor and/or the Technical/Project Authority) / PARTIE 2 (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

Contractor Resource(s) and Estimated Cost / Ressource(s) du Contracteur et Coût total estimatif

Note: once approved, only the following resources may provide services under this TA. / Nota : une fois approuvée, seules les ressources suivantes peuvent fournir des services sous la présente AT

Name / Nom Category and Level / Catégorie et Niveau	PWGSC Security File No. / N° du dossier de sécurité TPSGC	Linguistic Profile / Profil linguistique	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Estimated Cost / Coût total estimatif
Programmer/Software Developer, FI (SAP ABAP) Level 2	96107144	English			$436,050.00
					$0.00
Estimated Cost / Coût estimatif					$436,050.00
Total Estimated Travel and Living Cost / Coût total estimatif de voyage et de vie					$0.00
Total Estimated Cost / Coût total estimatif					$436,050.00

Check applicable Basis of Payment / Cocher la Base de Paiement applicable :	Maximum Price / Prix Maximum :	[x]	Firm Price / Prix Ferme :	[ ]

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the authorized client authority and/or the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the Contract.

The client's authorization limit is $100,000. When the value of a TA and its amendments (excluding Applicable Taxes) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et/ou l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT est conforme aux conditions du contrat.

La limite d'autorisation du client est $100,000. Lorsque la valeur de l'AT et ses modifications (excluant les taxes applicables) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation

Laurent Bellard	2019-10-02	Sylvie Morin	
Name of Authorized Client / Nom du client autorisé	Date	Name of Contracting Authority / Nom de l'autorité contractante	Date

Signature

Morin, Sylvie Digitally signed by Morin, Sylvie
Date: 2019.10.02 11:14:01 -04'00'

Signature

Linda Abboud

Name of the representative from the SPD of CBSA /
Nom d'un représentant de la DAS de l'ASFC   Date

ABBOUD LINDA Digitally signed by ABBOUD LINDA
DN: c=ca, o=gc, ou=ccra-adrc,
ou=PERSONNEL, cn=ABBOUD LINDA,
serialNumber=2017264160441093
Date: 2019.10.02 10:22:43 -04'00'

Signature

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

VICTORIA FISHER, PRESIDENT/CEO   OCT 2/19

Name and Title of individual authorized to sign on behalf of the Contractor /   Signature   Date
Nom et titre Signature de la personne autorisée à signer au nom de l'entrepreneur

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Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

Purchasing Office - Bureau des achats:

Informatics Professional Services - EL
Division/Services professionnels en informatique
- division EL
Terrasses de la Chaudière 4th Floor
10 Wellington Street
Gatineau
Québec
K1A 0S5

Title - Sujet IT Professional Services Omnibus	
Contract No. - N° du contrat 47419-252068/001/EL	**Date** 2019-08-05
Client Reference No. - N° de référence du client 1000342068	
Requisition No. - N° de la demande 47419-252068	
File No. - N° de dossier 640el.47419-252068	**CCC No./N° CCC - FMS No./N° VME**

Financial Code(s) **Code(s) financier(s)** 192060060/267145		**GST/HST** **TPS/TVH** ☐

CONTRACT - CONTRAT

Your proposal is accepted to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price or prices set out therefor.

Nous acceptons votre proposition de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans les présentes, et aux annexes ci-jointes, les biens, services et construction énumérés dans les présentes, et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

This document contains a security requirement.

F.O.B. - F.A.B. Destination	
GST/HST - TPS/TVH See Herein - Voir ci-inclus	**Duty - Droits** See Herein - Voir ci-inclus

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:
CANADA BORDER SERVICES AGENCY
333 North River Road
Ottawa
Ontario
K1A 0L8
Canada

Invoices - Original and two copies to be sent to:
Factures - Envoyer l'original et deux copies à:
CANADA BORDER SERVICES AGENCY
2E ETAGE, #260-01
105, RUE MCGILL
MONTREAL
Quebec
H2Y2E7
Canada

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

894658699PG0005
TEKSYSTEMS CANADA CORP./SOCIÉTÉ
TEKSYSTEMS CANADA
123 Slater Street, Suite 1000
123 Slater Street, Suite 1000
Ottawa
Ontario
K1P5H2
Canada
Operating as: TEKsystems

Address Enquiries to: - Adresser toutes questions à: Ivy Pui	**Buyer Id - Id de l'acheteur** 640el
Telephone No. - N° de téléphone (613) 858-9873 ( )	**FAX No. - N° de FAX** ( ) -
Total Estimated Cost - Coût total estimatif $2,504,247.76	**Currency Type - Devise** CAD
For the Minister - Pour le Ministre	Pui, Ivy Digitally signed by Pui, Ivy Date: 2019.08.05 14:25:20 -04'00'

Canada

000111

Table of Contents

List of Annexes to the Resulting Contract:

Annex A - Statement of Work
      Appendix A to Annex A - Tasking Assessment Procedure
      Appendix B to Annex A - Task Authorization (TA) Form
      Appendix C to Annex A - Resource Assessment Criteria and Response Table
      Appendix D to Annex A - Certifications at the TA stage

Annex B - Basis of Payment
Annex C - Security Requirements Check List

1.   Requirement

(a)   TEKsystems Canada Corp. (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

(b)   **Client**: Under the Contract, the "**Client**" is Canada Border Services Agency (CBSA).

(c)   **Reorganization of Client**: The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

(d)   **Defined Terms**: Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

2.   Task Authorization

(a)   **As-and-when-requested Task Authorizations**: The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.

(b)   **Allocation of Task Authorizations**: More than one contract has been awarded for this requirement. As a result, the Task Authorizations issued under this series of contracts will be allocated in accordance with the following:

(i)   At the time this series of contracts was awarded, each contractor was allocated an amount of funding as specified in the Limitation of Expenditure based on the evaluation process described in the bid solicitation that resulted in the award of this series of contracts.

(ii)   When a Task Authorization is issued, Canada will use a rotational method to allocate the draft Task Authorizations where the rotation is based on the ranking obtained by the Contractor during the Bid Solicitation.

(iii)   Canada will send the first TA to the first ranked Contractor, the second TA to the second ranked Contractor. This rotational process will be repeated for each subsequent series of TAs issued by Canada.

(iv)   The Contractor sent a draft TA will have the time set out further below under the sub-paragraph entitled "Contractor's Response to Draft Task Authorization" to respond to the Contracting Authority.

(v)   If the Contractor to whom the draft TA is first sent either fails to respond on time or confirms in writing that it refuses to perform the task, the draft TA will then be forwarded to the next-ranked Contractor. In the event that Canada determines the proposed

resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, Canada may, at its entire discretion request that the Contractor propose another resource and the Contractor will have the time set out in the subparagraph "Contractor's Response to Draft Task Authorization" to respond. If the Contractor fails to respond on time or Canada determines that the proposed resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, the draft TA will be forwarded to the next-ranked Contractor.

(vi) If the Contractor refuses a TA or fails to submit a valid response, the dollar value of the TA may be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to the other contractors.

(vii) The process of sending out a draft TA will continue until Canada either cancels the requirement for the task or it has been validly issued to one of the contractors. If none of the contractors can perform the task (in accordance with all the terms and conditions of this series of contracts), Canada may acquire the required Work by other means.

(viii) Any of the contractors may advise the Technical Authority and the Contracting Authority in writing that it is unable to carry out additional tasks as a result of previous commitments under one or more TAs issued under this series of contracts, and no draft TA will be sent to that contractor until that contractor has given notice in writing to the Technical Authority and the Contracting Authority that it is again available to perform additional tasks.

(ix) If it is found that the allocation process described at part (ii) above has resulted in the award of a disproportionate dollar value of work between the Contractors, the Contractors agree that Canada, in its sole discretion, may deviate from the allocation process and issue TAs in the manner required to re-establish a proportional allocation.

(c) **Assessment of Resources Proposed at TA Stage**: Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.

(d) **Form and Content of draft Task Authorization**:

(i) The Technical Authority will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Appendix B to Annex A.

(ii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:

(A) the task number;

(B) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);

(C) the categories of resources and the number required;

(D) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);

(E) the start and completion dates;

(F) any option(s) to extend initial end date (if applicable);

(G) milestone dates for deliverables and payments (if applicable);

(H) the number of person-days of effort required;

(I) whether the work requires on-site activities and the location;

(J) the language profile of the resources required;

(K) the level of security clearance required of resources;

(L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and

(M) any other constraints that might affect the completion of the task.

(e) **Contractor's Response to Draft Task Authorization**: The Contractor must provide to the Technical Authority, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), a quotation with the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract, as well as its corresponding proposed resource(s) in accordance with Appendix A to Annex A of the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

(f) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations**:

(i) To be validly issued, a TA must include the following signatures:

(A) for any TA, inclusive of revisions, with a value less than or equal to $300,000.00 (excluding Applicable Taxes), the TA must be signed by:

(1) the Technical Authority; and

(2) a representative from the Strategic Procurement Division (SPD); and

(B) for any TA, inclusive of revisions, with a value greater than this amount, a TA must include the following signatures:

(1) the Technical Authority; and

(2) a representative from the Strategic Procurement Division (SPD); and

(3) the Contracting Authority.

Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TA's at any time, or reduce the dollar value threshold described in subarticle (A) above; any suspension or reduction notice is effective upon receipt.

(g) **Periodic Usage Reports**:

(i) The Contractor must compile and maintain records on its provision of services to the federal government under Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The data must be submitted on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The quarterly periods are defined as follows:

(A) 1st quarter: April 1 to June 30;

(B)   2nd quarter: July 1 to September 30;

(C)   3rd quarter: October 1 to December 31; and

(D)   4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

(iii)   Each report must contain the following information for each validly issued TA (as amended):

(A)   the Task Authorization number and the Task Authorization Revision number(s), if applicable;

(B)   a title or a brief description of each authorized task;

(C)   the name, Resource category and level of each resource involved in performing the TA, as applicable;

(D)   the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;

(E)   the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;

(F)   the start and completion date for each authorized task; and

(G)   the active status of each authorized task, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

(iv)   Each report must also contain the following cumulative information for all the validly issued TA's (as amended:

(A)   the amount, exclusive of Applicable Taxes, specified in the Contract (as last amended, as applicable) as Canada's total liability to the Contractor for all validly issued TA's; and

(B)   the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.

(h)   **Refusal of Task Authorizations or Submission of a Response which is not Valid**: The Contractor is not required to submit a response to every draft TA sent to it by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default in accordance with the General Conditions if the Contractor in at least three instances has either not responded or has not submitted a valid response when sent a draft TA. For greater clarity, each draft TA, which is identifiable by its task number, will only count as one instance. A valid response is one that is submitted within the required time period and meets all requirements of the draft TA issued, including proposing the required number of resources who each meet the minimum experience and other requirements of the categories identified in the draft TA at pricing not exceeding the rates set out in Annex B.

(i)   **Consolidation of TA's for Administrative Purposes**: The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TA's for administrative purposes.

3.   Minimum Work Guarantee

(a)   In this clause,

(i)   "**Maximum Contract Value**" means the amount specified in the "**Limitation of Expenditure**" clause set out in the Contract; and

(ii)   "**Minimum Contract Value**" means $20,000.00 (excluding Applicable Taxes).

(b)   Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

(c)   In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.

(d)   Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract

     (i)   for default;

     (ii)   for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or

     (iii)   for convenience within ten business days of Contract award.

4.   Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

(a)   **General Conditions**:

     (i)   2035 (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

With respect to Section 30 - Termination for Convenience, of General Conditions 2035, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

     4.   The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.

     5.   Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:

          (a)   the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Work Guarantee, or due to the Contractor as of the date of termination, or

          (b)   the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.

     6.   The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

(b)   **Supplemental General Conditions**:

The following Supplemental General Conditions:

     (i)   4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;

     (ii)   4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

apply to and form part of the Contract.

5. Security Requirement

The following security requirements (SRCL #19 and related clauses provided by the Contract Security Program) as set out under Annex "B" to the Supply Arrangement, applies to and forms part of the Contract.

1. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

2. The Contractor personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **RELIABLITY STATUS**, **CONFIDENTIAL** or **SECRET** as required, granted or approved by CISD/PWGSC.

3. The Contractor MUST NOT remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.

4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

5. The Contractor must comply with the provisions of the:

    a. Security Requirements Check List and security guide, attached at Annex C;
    b. *Industrial Security Manual* (Latest Edition).

6. **Additional CBSA Security Requirement:**

    (a) The CBSA, will conduct its own personnel Reliability Status assessment of the Contractor (specifically the Contractor personnel), which is allowed under the Treasury Board Secretariat of Canada's (TBS) "Security and Contracting Management Standard" and the Policy on Government Security – Personnel Security Standard. Reliability Status assessment conducted by the CBSA will include a credit check.

    (b) If the Contractor (specifically the Contractor personnel), has already been screened under the TBS Policy on Government Security - Personnel Security Standard, the Contractor (specifically the Contractor personnel), will still undergo a security screening process to be conducted by the CBSA.

    (c) The credit check and fingerprinting*, if required, will be performed by an authorized security official with the CBSA's "Personnel Security Screening Section" (PSSS), which is independent of the Public Works and Government Services Canada's (PWGSC), "Canadian and International Industrial Security Directorate" (CIISD).

    (d) Until the credit check, fingerprinting* (if required) and all other security screening processes required have been completed and the Contractor (specifically the Contractor personnel) is deemed suitable by the CBSA, the Contractor (specifically the Contractor personnel) will not be permitted access to Protected / Classified information or assets, and further, will not be permitted to enter sites where such information or assets are kept.

    *Fees are applicable. Fingerprinting, if required, will be at the Contractor's cost.

6. Contract Period

(a) **Contract Period**: The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

(i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends two years later; and

(ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

(b) **Option to Extend the Contract**:

(i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional two-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.

(ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7. Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Ivy Pui
Title: Supply Specialist
Organization: Public Works and Government Services Canada
Acquisitions Branch
Directorate: Professional Services Procurement Directorate
Address: 10 Wellington Street, Gatineau, Québec K1A 0S5
Telephone: 613-858-9873
E-mail address: ivy.pui@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

(b) Technical Authority

The Technical Authority for the Contract is:

Name: Laurent Bellard
Title: Manager, SAP Competency Centre
Organization: CBSA, ITSB/BASD/Common & Corporate Systems Division
Address: 355 North River Road, 3rd Floor
Telephone: 343-291-7093
E-mail address: Laurent.Bellard@cbsa-asfc.gc.ca

In his absence, the Technical Authority for the Contract is:

Name: Sylvie Gingras
Title: Director, Common & Corporate Systems Division
Organization: CBSA, ITSB/BASD/Common & Corporate Systems Division
Address: 355 North River Road, 3rd Floor
Telephone: 343-291-5315
E-mail address: Sylvie.Gingras@cbsa-asfc.gc.ca

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c)   **Strategic Procurement Division (SPD) Representative**

The SPD representative for the Contract is:

Name:	Linda Abboud
Organization:	Canada Border Services Agency
Telephone:	343-291-5576
E-mail address:	Linda.Abboud@cbsa-asfc.gc.ca

The SPD representative is the representative of CBSA for issuance of Task Authorization on behalf on the Technical Authority.

(d)   **Contractor's Representative**

Name:	
Title:	Account Manager
Organization:	TEKsystems Canada Corp.
Address:	123 Slater Street, Suite 1000
	Ottawa, ON K1P 5H2
Telephone:	613-726-3000
Facsimile:	613-726-8055
E-mail address:	

8.   **Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental web sites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

9.   **Payment**

(a)   **Basis of Payment**

(i)   **Professional Services provided under a Task Authorization with a Maximum Price**: For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

(ii)   **Professional Services provided under a Task Authorization with a Firm Price**: For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex B), Applicable Taxes extra.

(iii)   **Competitive Award**: The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

(iv)   **Contractor's Firm Per Diem Rates**: The Contractor agrees that the rates set out in Annex B remain firm throughout the Contract Period, except as may be provided for in the express terms of the contract. In reference to Article 18(1) of SACC General Conditions 2035, the Contractor acknowledges that its obligation to provide services in accordance with the firm rates set out in Annex B is unaffected by the application of any existing law or any new law which may come into effect during the Contract Period.

(v)   **Professional Services Rates**: In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

(b)   **Limitation of Expenditure – Cumulative Total of all Task Authorizations**

(i)   Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are excluded and Applicable Taxes are included

(ii)   No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

(iii)   The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

       (A)   when it is 75 percent committed, or

       (B)   4 months before the contract expiry date, or

       (C)   As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,

    whichever comes first.

(iv)   If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c)   **Method of Payment for Task Authorizations with a Maximum Price**: For each Task Authorization validly issued under the Contract that contains a maximum price:

(i)   Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.

(ii)   Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

(d) **Method of Payment for Task Authorizations with a Firm Price - Lump Sum Payment on Completion**: Canada will pay the Contractor upon completion and delivery of all the Work associated with the validly issued Task Authorization in accordance with the payment provisions of the Contract if:

    (i)   an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;

    (ii)   all such documents have been verified by Canada; and

    (iii)   the Work delivered has been accepted by Canada.

(e) **Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

(f) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**

    (i)   Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

    (ii)   If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises

10. **Invoicing Instructions**

(a) The Contractor must submit invoices in accordance with the information required in the General Conditions.

(b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.

(c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

(d) The Contractor must provide a copy of each invoice to the Contracting Authority.

(e) All invoices must be submitted using the following method (**only one copy of the invoice should be sent to CBSA**):

<u>Email:</u> Only legible electronic (PDF, Word, Excel) files will be accepted; all others will be returned.

vendors-fournisseurs@cbsa-asfc.gc.ca

This email address is to be used for submitting invoices and for payment status inquiries.

<u>**Direct Deposit:**</u>
The Government of Canada will soon be phasing out federal government cheques; we strongly encourage Businesses that supply goods and services to the Government of Canada to enrol in direct deposit for account payable.

Please contact ca-ci@cbsa-asfc.gc.ca to obtain additional information, to confirm direct deposit enrolment process and the steps to be followed.

(f) ***IMPORTANT NOTE:* If a supplier omits any required information pertaining to payment processing from the invoice, the invoice will be returned at the discretion of the CBSA and will not be paid until valid payment referencing is provided.**

11. Certifications and Additional Information

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, any TA quotation and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire Contract Period.

12. Federal Contractors Program for Employment Equity - Default by Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

13. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

14. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

(a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;

(b) Supplemental General Conditions, in the following order:

(i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;

(ii) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

(c) General Conditions 2035 (2018-06-21), Higher Complexity - Services;

(d) Annex A, Statement of Work, including its Appendices as follows;

(i) Appendix A to Annex A - Tasking Assessment Procedure;

(ii) Appendix B to Annex A - Task Authorization (TA) Form;

(iii) Appendix C to Annex A - Resource Assessment Criteria and Response Table;

(iv) Appendix D to Annex A - Certifications at the TA stage;

(e) Annex B, Basis of Payment;

(f) Annex C, Security Requirements Check List;

(g) the validly issued Task Authorizations and any required certifications (including all of their annexes, if any); and

(h) the Contractor's bid dated April 25th, 2019.

15.   Foreign Nationals (Canadian Contractor)

(a)   SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

16.   Insurance Requirements

(a)   **Compliance with Insurance Requirements**

(i)   The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

(ii)   The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

(iii)   The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions.   The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

(b)   **Commercial General Liability Insurance**

(i)   The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than $2,000,000 per accident or occurrence and in the annual aggregate.

(ii)   The Commercial General Liability policy must include the following:

(A)   Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

(B)   Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

(C)   Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

(D)   Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(E)   Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

(F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(G) Employees and, if applicable, Volunteers must be included as Additional Insured.

(H) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

(I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

(M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(c) **Errors and Omissions Liability Insurance**

(i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than $1,000,000 per loss and in the annual aggregate, inclusive of defence costs.

(ii) If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(iii) The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

17.   Limitation of Liability - Information Management/Information Technology

(a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) **First Party Liability**:

(i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:

(A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";

(B) physical injury, including death.

(ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.

(iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

(iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.

(v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:

(A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and

(B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or $1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or $1,000,000.00, whichever is more.

(vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims**:

(i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

(ii) If Canada is required, as a result of joint and several liability or joint and solidarily liable, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-

article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.

(iii)   The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

18.   Professional Services - General

(a)   The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.

(b)   If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

(c)   In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

(i)   If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of having this knowledge, the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:

(A)   the name, qualifications and experience of a proposed replacement immediately available for Work; and

(B)   security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

(ii)   Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:

(A)   exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Article titled "Default of the Contractor", or

(B)   assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor to propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that are similar or exceed those obtained for the original resource and be acceptable to Canada.   Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub-article (c).

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

(iii)   The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

(iv)   The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

19.   Safeguarding Electronic Media

(a)   Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

(b)   If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

20.   Representations and Warranties

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have and maintain, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

21.   Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

22.   Government Property

Canada agrees to supply the Contractor with the items listed below (the "**Government Property**").The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

(a)   Laptop computer with remote access capability
(b)   Hoteling station

23. Transition Services at End of Contract Period

The Contractor agrees to execute the transition tasks identified within the Task Authorizations (if applicable) and it will make all reasonable efforts to assist Canada in the transition from the Contractor to a new contract with another supplier.

24. Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

(a)   Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify themselves as Contractor Representatives prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not an employee of the Government of Canada;

(b)   During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

(c)   If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.

(d)   If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.

(e)   In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

ANNEX A

STATEMENT OF WORK

SAP Competency Centre

IT Professional Services Omnibus

000131

1.   INTRODUCTION

Canada Border Services Agency (CBSA) is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods.

Under this mandate, CBSA enables effective and efficient administration and operation of border management and its internal operation through the design, development, implementation and ongoing support of innovative tools and solutions.

The Information, Science and Technology Branch (ISTB) provides technology leadership of business applications in support of CBSA's strategic priorities including administrative and corporate programs of the Agency. It ensures effective delivery of technology products, applications and services to meet business needs, while ensuring integrity and availability of all technology infrastructures.

Organizational readiness and stability allows the Agency to achieve its mandate, deliver on its priorities and adapt to an evolving business environment. Investing in a modern IT infrastructure, introducing innovative productivity tools and administrative applications allow CBSA to maintain a high standard of service delivery and improve efficiencies.

To that end, the Common and Corporate Systems Division (CCSD) is responsible for the development, production support and maintenance of innovative business applications. These include mission critical and high-availability systems as well as applications that serve as common components for internal and external stakeholders. The division is also responsible for the design, development and delivery of enterprise and corporate solutions in support of CBSA's mandate and priorities.

Key divisional activities include:

- Providing the planning, analysis, design, development, and implementation of enterprise and corporate applications in support of common and corporate programs and administrative functions across the Agency;

- Promoting reusability through established CBSA best practices and standards by meeting the overlapping needs of the various IT projects, thus eliminating the need for each initiative or project to fund and build these common components;

- Serving as the center of expertise for all IT development projects related to common and corporate business programs, functions and activities;

- Serving as Technical Leaders for common and corporate application releases and upgrades which includes developing System Use Cases, Detailed Design Documents, participating in System Engineering Method (SEM) reviews and other development related documentation;

- Prioritizing and promoting IT development initiatives with end-users and other IT management areas;

- Coordinating the procurement, integration and ongoing support of commercial off-the-shelf (COTS) software products and IT hardware needed to meet the business requirements;

- Providing maintenance and production support for a wide-range of common and corporate applications.

The Common and Corporate Systems Division (CCSD) is composed of four sections. The mandate of each section is explained below.

1. SAP Competency Centre (SAP CC)

The SAP Competency Centre is composed of subject matter experts responsible for the development and integration of SAP-based solutions for the Agency. This includes direction, technical advice and ongoing support of SAP-based applications and underlying technical infrastructure. The SAP CC is also

responsible for maintaining the operational aspects needed for the applications to function properly and also has responsibility for the design, testing and improvement of applications that form part of SAP application portfolio.

2. Electronic Data Warehouse and Business Intelligence (EDW & BI)

The EDW and BI section is responsible for the development of Business Intelligence and Mining solutions of the CBSA's data warehouse and all its components. Key activities include analysis, design and acquisition of source data for reporting purposes. The data warehouse is the main sources of information for report generation, analysis, and presentation through ad-hoc reports, portals, and executive dashboards.

3. Business Process Automation (BPA), Business to Business (B2B) Integration and Customs Electronic Commerce Platform (CECP)

The BPA, B2B integration and CECP section is comprised of four units.

The B2Bi and CECP units consist of the B2Bi development team (supporting B2B services), the CECP development team (supporting the development of the CECP set of applications), and the B2Bi support team (providing client support of both the B2B and CECP applications and services). These units specialize in software/middleware development of enterprise-level Web and Enterprise Data Exchange based services (EDI). These services provide the capability to manage data exchange between external organizations, and CBSA internal applications and services. The section maintains critical COTS and custom products that directly support enterprise applications.

As for the Business Process Automation (BPA) team, they specialize in software development and maintenance of various line-of-business critical and non-critical COTS and custom applications that meet the specific needs of our corporate clients.

4. Administrative and Corporate Applications

The mandate of the Administrative and Corporate Application section is to lead the design, development, integration and ongoing support of the administrative and corporate applications for a multitude of clients. These systems provide direct support of key and common functions performed across every Government of Canada (GoC) departments and agencies such as, ministerial correspondence, access to information, communication services, property management, document and records management, etc. These include both customized and COTS software products.

Line-of-Business Applications and Tools

The Common and Corporate Systems Division (CCSD) is responsible for the development, integration, implementation and ongoing support of numerous line-of-business applications and systems. A list of current applications including COTS software products with an indication of the primary development languages is provided below:

Applications / Systems / COTS	Development Languages
Access to Information	COTS
Accounts Receivable Ledger	SAP ABAP, Java, XML
AIS Help Desk	ASP
ANCILE uPerform (SAP Productivity Pak)	COTS
Apollo - Electronic Document and Records Management System (GCDOCS)	COTS
Articulate Storyline	COTS
Automated Personal Security Screening	MS Access, VBA
Business Warehouse/BPC	SAP ABAP, VBA
CA Clarity	COTS
CBSA Intranet	ASP, HTML, JAVASCRIPT, XML
CBSA Wiki	COTS
Central Course Registration System	ASP
Communications Portal	ASP
Consolidated Management Reporting System	Cognos Framework Manager V10.2
Consolidated Management Reporting System Enterprise Data Warehouse	Cognos Framework Manager V10.2
Correspondence Tracking System	COTS
Customs Electronic Commerce Platform	Java, C++ , Visual Basic 6.0, Various Scripting Languages, PERL, DB2 Stored Procedures, Spring Framework
Customs Electronic Commerce Platform - Query & Data Viewing Utility	Microsoft Visual Basic V6, DB2 Stored Procedures
Customs Interest Calculation Program	Java 1.6 / Spring 1.2 / HTML / Javascript / CSS
Customs Internet Gateway	Java
Customs Officer Scheduling System	MS Access 2000
Customs Query	Java
Directory of Offices	Java, JavaScript
Enforcement Library	Smalltalk
Global Case Management System (GCMS) Printing Solution	N/A
Global Query Component	Java
Incident Management Reporting System	Java 6, Flex 3.4.1, Adobe LiveCycle ES4

Integrated Border Query	Java
Integrated Customs Enforcement System	PowerScript
Intelligence Management System	Smalltalk
Interdiction and Border Alerting Service	Java
Internal Placement Process	Java 1.6 / Hibernate 4.1 / Spring 3.1 / HTML / Javascript
Marine Domain Awareness (MDA) Watchkeeper	COTS
MEI-B2B - Administration and Configuration Web Application	Java, Jersey
MEI-B2B - Electronic Data Interchange (EDI) Gateway	BPML, Java
MEI-B2B - Tracking Service	Java
MEI-B2B - Web Services Gateway	Java
Occurrence Reporting System	Smalltalk
Personnel Security Screening System	Java 1.7, Spring 4.1, Hibernate 4.2
Question Mark	COTS
Recourse Content Management System – Enforcement	Java 6, Flex 4.6
Recourse Content Management System – Trade	Java 6, Flex 4.6, Adobe LiveCycle, Cognos Reporting
Revenue Ledger	ABAP
Salary Forecasting System	COTS
SAP Process Orchestrator	Java
SAP Solution Manager	ABAP
System Access Management	ASP, JavaScript, CSS
Teammate Audit Management	COTS
Trade Compliance Management System	Java
Virtual Learning Environment	COTS
Work Order Database	ASP, JavaScript, CSS

Existing and Upcoming Projects and Initiatives

Besides the ongoing maintenance and operational support of existing line-of-business applications and systems, CCSD is currently leading multiple projects to further enhance and deliver new capabilities and services across the Agency. These include but are not limited to:

a) Integration, implementation and ongoing support of a COTS software product that will accept data from the Public Service Commission's GoC Jobs and permit CBSA staffing employees to manage selection and appointment processes. This project is referred as the HR (Human Resources) Integrated Staffing Solution (ISS).

b) Integration of the Accounts Receivable Ledger (ARL) and the Revenue Ledger systems into the CBSA Assessment and Revenue Management (CARM) application.

c) Integration of B2B with the CBSA Assessment and Revenue Management (CARM) application.

d) CBSA is working on additional Planning, Forecasting and Budgeting functionality based on a SAP Business Warehouse (BW), Business Planning & Consolidation (BPC) and Business Objects platform extracting Corporate Administrative System (CAS) data from Canada Revenue Agency (CRA) and also from ARL. The scope of the project was expanded to include additional CRA CAS-HR and CBSA Salary Forecasting System data as well as providing extended reporting capability. The project was amended to include construction and migration of the SAP BW information assets and applications to an appliance-based SAP-HANA database.

e) Development and implementation of any B2B and/or EDW BI work that could be required for the Passenger Protect Program. The Passenger Protect Program works with air carriers to screen commercial passenger flights to, from and within Canada in order to protect safety at home and abroad.

f) Replacement and enhancement of the existing Recourse Content Management System (RCMS) Trade, RCMS Enforcement and Incident Management Reporting System (IMRS) due to an urgent need to change front-end interface technology.

g) Development and implementation of a Port of Entry Management System (POEMS) designed to produce daily shift schedules. The application will also allow front line management to track daily events, disseminate administrative information and broadcast the daily schedule.

Technical Environments

a) SAP Enterprise Resource Planning (ERP)

   • The SAP **Enterprise Central Component (ECC)** technical environment is an Enterprise level, 3-tiered ABAP version 6.00 EHP5 hosted on Windows 2008 server R2 and Sybase database. The system configuration is based on a 6 server landscape including a Sandbox, Development, Quality Assurance, Volume, Training and Production systems.

   • The SAP Process Orchestration technical environment is Enterprise level, 3-tiered Java hosted on Windows 2008 server R2 with Sybase database.

   • The SAP Solution Manager technical environment is Enterprise level, 3-tiered ABAP and Java hosted on Windows 2008 server R2 with Sybase database.

   • The SAP Business Warehouse (BW) technical environment is Enterprise level 3-tier ABAP hosted on Windows 2008 server R2 with Sybase database. The system configuration is based on a 4 server landscape including a Sandbox, Development, Quality Assurance and Production system. The components are: SAP_BW, BI_CONT and BPC with ICM using HTTP/HTTPS connectivity through SAP Web Dispatcher.

- The SAP HANA environment will be an Enterprise level, 3-tiered Linux (Red Hat) Appliance for SAP BW and BPC applications on HANA DB Version 2.0.

- All environments on Windows-based servers will migrate from Windows 2008 server R2 to Windows 2016 Server Standard

- Other technical characteristics:

  - SAP BASIS
  - SAP HANA
  - SAP PSCD
  - SAP FI-CA
  - SAP Process Orchestration (SAP PO)
  - SAP NetWeaver Development Infrastructure
  - SAP NetWeaver Development Studio
  - SAP Solution Manager
  - SAP BusinessObjects
  - SAP Security Authorizations
  - SAP NetWeaver BI
  - SAP Human Capital Management (HCM) or SAP SuccessFactors
  - SAP Redwood Scheduler
  - ANCILE uPerform (SAP Productivity Pak)
  - PowerShell scripting
  - Linux

b) Business to Business (B2B) and CECP

The Canada Border Services Agency (CBSA) processes an immense number of electronic information with external Trading partners as part of its mandate. The Common & Corporate Services Division (CCSD) implemented Multi-Enterprise Integration (MEI) also known as Business-to-Business integration solutions (B2B). B2B integration is an enterprise capability meant to facilitate the capture and sharing of electronic information exchanged between CBSA, Participating Government Agencies (PGAs) / Other Government Departments (OGDs), and private enterprise upon a common centralized integration model. The Business to Business foundational components provide the CBSA with a technological communications hub that allows IT systems belonging to one organization to communicate with the systems of another organization, while minimizing costly changes for either system. The B2B/CECP technical environment consists of:

- Extensible Markup Language (XML)
  - XML Schema Definition (XSD)
  - Document Type Definition (DTD)
  - XPATH
  - XSLT
  - Xquery

- Java
  - IBM Rational Software Architect:
  - Eclipse 3.x and 4.x IDE
  - J2EE (WebSphere)
  - JMS (WebsphereMQ)
  - WebSphere Application Server (WAS)
  - JDBC and Hibernate
  - Spring and Spring Integration Framework
  - Jersey
  - ANT, Apache Maven, SVN, git
  - IBM DataPower

- GatewayScript
- Multi-protocol Adapters
- IBM Transformation Extender Maps
- IBM Integration Bus (IIB)

- Communication Protocols
    - File Transfer Protocol (FTP)
    - Hypertext Transfer Protocol (HTTP)
    - Simple Mail Transfer Protocol (SMTP)
    - Managed File Transfer including PWGSC's MSFT solution

- Service Oriented Architecture (SOA)
    - Simple Object Access Protocol (SOAP)
    - Web Service, Representational State Transfer (REST)
    - WS-Security
    - SSL, TLS

- Electronic Data Interchange (EDI)
    - ANSI X.12
    - EDIFACT
    - IATA Standards
    - World Customs Organization (WCO) Data Model
    - Financial, Transportation data models

- Interoperability & Integration
    - Web Services standards – SOAP and REST
    - Web Services Definition Language (WSDL)
    - Business Rules Management Solution
    - Enterprise Service Bus
    - Encryption/Decryption
    - CA-Idm/SM
    - Request/Response

c) Business Process Automation (BPA)
   - Java
   - Hibernate 4.1
   - Spring 3.1
   - Spring Integration Framework
   - HTML5
   - JavaScript
   - Adobe Flex 3.4.1 and 4
   - Adobe LiveCycle ES4
   - Adobe Designer ES4
   - Adobe Experience Manager (AEM)
   - PowerScript

d) Electronic Data Warehouse (EDW) & Business Intelligence (BI)

   - Cognos 10.2 BI Suite
       - IBM Cognos Report Studio
       - IBM Cognos Analysis Studio
       - IBM Cognos Query Studio
       - IBM Cognos Transformer
       - IBM Cognos Framework Manager

- Database ETL (Extract, Transform, Load) techniques and tools
- DB2 DBMS
- IBM WebSphere DataStage
- DataStage ETL
- IBM DB2 RDBMS (Relational Database Management System)
- erwin Data Modeler
- IBM IDA
- IBM Pure Data
- IBM InfoSphere Information Server Suite

e) Office Productivity Suite and Tools

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Office Suite (Word, Excel, PowerPoint)
- Microsoft Visio
- Microsoft Project
- Internet Explorer
- Microsoft Access
- OpenText GCDocs

f) Operating Systems
- Unix
- Linux
- Microsoft Windows 7
- Microsoft Windows 10
- OS/360

g) Other development tools and programming languages
- Smalltalk object-oriented language
- Business Process Modeling Language (BPML)

2. REQUIREMENTS

The SAP Competency Centre has requirements for informatics professional resources as outlined in Table A-1 below, to fulfill different roles and perform a wide range of tasks. These resources will work on existing and upcoming CBSA IT projects and also provide operational support for the upkeep of line-of-business applications identified earlier. The detailed tasks for each resource requirement are described below.

The Contractor must provide resources in the following TBIPS resource categories on an "as and when requested" basis, as initiated through Task Authorizations (TA's).

Table A-1

Resource Category	Level
Application/Software Architect, FI (ERP SAP ABAP)	3
Application/Software Architect, HR (ERP SAP ABAP)	3
Application/Software Architect (SAP BASIS)	3
ERP System Analyst (SAP BASIS Database Analyst)	2
ERP System Analyst (SAP BI)	3
ERP System Analyst (SAP BI)	2
ERP Technical Analyst (SAP Security)	2
ERP Technical Analyst (SAP PO-PI) note: part-time resource averaging 2 days per week	3
ERP Technical Analyst (SAP PO-PI)	2
Programmer/Software Developer, FI (SAP ABAP)	2
Programmer/Software Developer, HR (SAP ABAP)	2

3. DELIVERABLES

For each Task Authorization (TA) that is issued against this contract, the Contractor's resources will be required to provide various deliverables and other related documents as specified in the respective TA.

Each TA will identify the format and language in which the deliverables are required to be submitted.

4.   LOCATION OF WORK

It is anticipated that the majority of the work associated with each TA will be carried out on-site at CBSA facilities located in the National Capital Region (NCR). One or more resources may be required to occasionally work remotely for a period of time between 11 p.m. – 7 a.m. Monday to Friday. A laptop computer with remote access capability will be provided.

The resources may be required to attend meetings at CBSA facilities and at key Government of Canada (GoC) stakeholder locations within the NCR.

5.   WORKING HOURS

The majority of resources will be required on a full-time basis, however there will be a requirement for some part-time resources. The Task Authorization will identify if the resource is required on a full-time or part-time basis, and if the resource must be available to occasionally work remotely during non-core business hours.

For resources required on a full-time basis, the resources will be expected to work 7.5 hours each day, Monday through Friday, between core business hours from 7 a.m. to 6 p.m. A day is defined as 7.5 hours exclusive of meal and coffee breaks. Resources may be required, on an occasional basis, to work outside core business hours to provide operational support.

Any task performed outside of core business hours must be pre-approved in writing by the Technical Authority.

6.   TRAVEL REQUIREMENTS

There are no travel requirements expected outside the NCR.

7.   CLIENT SUPPORT

CBSA will provide the resources with a hoteling station, an Outlook email address and system access to perform the tasks identified in the TA.

8.   LANGUAGE REQUIREMENT

All resources must provide services in English. Some resources may be required to conduct work in both English and French. Language requirements will be identified in each TA.

9.   CONSTRAINT

The Contractor must comply with CBSA internal security policies, directives, standards, and guidelines at all times during the contract.

10. RESOURCE TASKS AND DELIVERABLES

The following are the tasks and deliverables associated with each resource requirement. Each Task Authorization will identify the tasks and the deliverables.

The Contractor may be required to submit the deliverables in, but not limited to, the following format:

- Soft Copy, Microsoft Office

Note: the list of tasks and deliverables could include but are not limited to those indicated below.

****

Resource Category: **Application/Software Architect, FI (ERP – SAP ABAP)**

Experience Level: **Level 3**

Tasks

1. Create, define or choose SAP frameworks for projects.

2. Technical options analysis, impact analysis and design documentation conforming to CBSA's Service Lifecycle Management Framework (SLMF) Methodology.

3. Develop, implement and provide pre and post-implementation performance tuning and stabilization of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms) in SAP PSCD, FI and other modules as required.

4. Provide early identification of issues that may affect achievement of CBSA's objectives and propose solutions.

5. Identify, analyze and resolve application performance problems and/or integration issues.

6. Participate in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for integrated end-to-end business processes.

7. Review and provide analysis on Functional Design Specifications received from business client.

8. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

9. Provide technical advice and knowledge transfer to other programmers in written format and active demonstration.

10. Provide demonstrations and code walkthroughs.

11. Conduct unit and integration testing.

12. Perform data conversion tasks and loading.

13. Assist in the identification and planning of activities to transition ARL to CARM.

14. Perform troubleshooting and code stabilization.

15. Provide day-to-day production and development support for assigned applications.

16. Develop, test and implement enhancements or fixes to code defects.

Technical Environment

a) SAP Finance and Contract Accounting (FI-CA) / PSCD
b) SAP ABAP development in ECC 6.0
c) SAP PO/PI
d) XML
e) SAP HCM or SuccessFactors

Deliverables

a) Technical options analysis, impact analysis and design documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework) as appropriate, in a MS Office document format.

b) RICEF (Reports, Interfaces, Conversions, Enhancements or Forms) objects meeting functional and quality expectations.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching. Weekly progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

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Resource Category: **Application/Software Architect, HR (ERP – SAP ABAP)**

Experience Level: **Level 3**

Tasks

1. Create, define or choose SAP frameworks for projects.

2. Technical options analysis, impact analysis and design documentation conforming to CBSA's Service Lifecycle Management Framework (SLMF) Methodology.

3. Configure, develop, implement and provide pre and post-implementation performance tuning and stabilization of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms) in SAP HCM or SAP SuccessFactors and other modules as required.

4. Provide early identification of issues that may affect achievement of CBSA's objectives and propose solutions.

5. Identify, analyze and resolve application performance problems and/or integration issues.

6. Participate in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for integrated end-to-end business processes.

7. Review and provide analysis on Functional Design Specifications received from business client.

8. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

9. Provide technical advice and knowledge transfer to other programmers in written format and active demonstration.

10. Provide demonstrations and code walkthroughs.

11. Conduct unit and integration testing.

12. Perform data conversion tasks and loading.

13. Perform troubleshooting and code stabilization.

14. Provide day-to-day production and development support for assigned applications.

15. Develop, test and implement enhancements or fixes to code defects.

Technical Environment

a) SAP Human Capital Management (ECC 6.0) or SAP SuccessFactors (SaaS Cloud)
b) SAP ABAP
c) SAP PO/PI
d) XML

Deliverables

a) Technical options analysis, impact analysis and design documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework) as appropriate, in a MS Office document format.

b) RICEF (Reports, Interfaces, Conversions, Enhancements or Forms) objects meeting functional and quality expectations.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching. Weekly progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

Resource Category: **Application/Software Architect (SAP BASIS)**

Experience Level: **Level 3**

<u>Tasks</u>

1. Technical management and support for solution and databases in all environments.

2. Develop technical architectures, frameworks and strategies to meet the business and application requirements.

3. Identify policies and requirements that drive out a particular solution.

4. Analyze and evaluate alternative technology solutions to meet business problems.

5. Ensure the integration of all aspects of the SAP technology solutions.

6. Monitor industry trends to ensure that solutions fit with government and industry directions for technology.

7. Analyze functional requirements to identify information, procedures and decision flows.

8. Evaluate existing procedures and methods; identify and document database content, structure, and application sub-systems; and develop data dictionary.

9. Define and document interfaces of manual to automated operations within application sub-systems, internal to external systems, and between new and existing systems.

10. Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal.

11. Identify and document system specific standards relating to programming, documentation and testing; covering program libraries, data dictionaries, naming conventions, etc.

12. Plan, analyse and create architecture design, develop and perform technical migration, implementation and integration of SAP modules and databases in all environments.

13. Stabilize and tweak all CBSA SAP environments, databases and modules to ensure maximum performance and continuous availability.

14. Review, update and finalize existing SAP security processes and documentation.

Technical Environment

a) SAP BASIS
b) SAP ECC 6.0
c) SAP Process Orchestration
d) Solution Manager 7.2
e) SAP BW/BPC/BOBJ
f) SAP Sybase
g) SAP HANA
h) Windows Server
i) Scripting
j) Linux / Unix, Red Hat
k) SAP Redwood Scheduler
l) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses and design documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in a MS Office document format.

b) Day-to-day or periodic operations procedures in a MS Office document.

c) Weekly production reports by server/system indicating: performance issues, volume metrics, scheduled activities, etc.

d) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

e) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **ERP System Analyst (SAP BASIS Database Analyst)**

Experience Level: **Level 2**

Tasks

1. Install, configure, test and optimize SAP, ABAP and Java systems in all technical environments.

2. Review and update existing SAP operations processes and documentation.

3. Identify and develop requirements, undertake feasibility analysis, prepare cost/level of effort estimates for ERP systems.

4. Install, configure, test and implement technical upgrades, patches, OSS Notes and functionality enhancements.

5. Translate ERP business requirements into systems design and specifications.

6. Analyse and recommend alternatives and options for solutions.

7. Troubleshoot and resolve technical issues for the SAP Landscape, ensuring compliance with GoC, CBSA, and SAP policies, processes and standards.

8. Utilize SAP administration tools to effectively detect, monitor, troubleshoot and diagnose technical issues with system resources, jobs and system availability.

9. Perform ongoing management, monitoring, upkeep maintenance and support of CBSA's SAP environments to maintain systems in optimal health and performance.

Technical Environment

a) SAP BASIS
b) SAP ECC 6.0
c) SAP Process Orchestration
d) SAP Solution Manager (CHARM)
e) SAP BW/BPC/BOBJ
f) SAP Sybase
g) SAP Redwood Scheduler
h) Scripting
i) SAP HANA
j) MS Windows Server
k) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in a MS Office document format.

b) Day-to-day or periodic operations procedures in a MS Office document.

c) Weekly production reports by server/system indicating: performance issues, volume metrics, scheduled activities, etc.

d) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

e) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

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Resource Category:	**ERP System Analyst (SAP BI)**
Experience Level:	**Level 3**

Tasks

1. Review relevant background documents including: business processes, end-user and policy requirements provided by CBSA for contextual information; project documentation including strategy, plans and requirements; and technical documentation including installation, configuration and process flows describing the current application.

2. Participate in workshops and prepare the related Blueprint documents relevant to the implementation of new configuration.

3. Prepare, develop and maintain technical documents (including system requirements, feasibility, costs, design, configuration, implementation and support) for SAP BW in accordance with the CBSA Service Level Management Framework (SLMF) documentation standards.

4. Implement technical enhancements and expansions to CBSA's BW solution, including system interfaces, data models, data extraction (initial and deltas), transformation, validation and data cube generation appropriate to the BW enhancements, in accordance with CBSA SLMF application development, release and change management processes.

5. Validate data extractions, transformations and queries with stakeholders.

6. Provide assistance with development, testing and integration of the BW and BPC security components and any required customized ABAP solution components.

7. Participate in working group sessions, coordinate and collaborate with others as necessary and engage with clients and partners both within CBSA and other departments as needed.

8. Participate and support the development, configuration and implementation of all SAP BW Sandbox, Dev, Q&A and Production BW/BPC Environments.

9. Participate and support the development and implementation of a Business-Objects based reporting solution by contributing required SAP BW back-end components.

10. Provide technical support and production monitoring for solution.

11. Provide knowledge transfer and coaching to CBSA employees.

12. Develop, implement and support SAP BW and BPC objects required to support the deliverables including custom BW extractors, Business Add-ins (BADIs), Macros, Forms, Transformations, cubes and queries.

13. Verify the quality of Business Warehouse (BW) data.

14. Maintain Business Warehouse (BW) process chains.

15. Develop, support and integrate BPC customizations with BW.

Technical Environment

a) SAP BusinessObjects
b) Web Intelligence
c) SAP NetWeaver BI
d) SAP Business Warehouse
e) SAP Business Planning & Consolidation
f) SAP HANA

g) SAP ABAP Development including BADIs, SAP ECC 6.0 (and later)
h) IFMS (Integrated Financial and Material System) customized SAP solutions
i) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) SAP BW and BPC technical objects required to support project deliverables including custom BW extractors, Business Add-ins (BADIs), Macros, Forms, Transformations, cubes and queries.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

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Resource Category:	**ERP System Analyst (SAP BI)**
Experience Level:	**Level 2**

Tasks

1. Provide technical support and monitor daily loading activities and troubleshooting loading performance, errors and other failures, cube performance, logs, usage, etc.

2. Participate and conduct testing activities in support of error fixes, new functionality and other development.

3. Review relevant background documents including business processes, end-user and policy requirements provided by CBSA for contextual information.

4. Assist with project documentation including strategy, plans and requirements.

5. Prepare, develop and maintain technical documents, including system requirements, feasibility, costs, design, configuration, implementation and support for SAP BW in accordance with the CBSA Service Level Management Framework (SLMF) documentation standards.

6. Assist with the development and implementation of bug fixes, enhancements, performance improvements, new data models and info providers, security patches, OSS Notes, client tools, etc.

7. Validate data modeling, extractions, transformations and queries with stakeholders.

8. Participate in working group sessions, coordinate and collaborate with others as necessary and engage with clients and partners both within CBSA and other departments as needed.

9. Participate and support the development, configuration and implementation of all SAP BW Sandbox, Dev, Q&A and Production Environments.

10. Participate and support the development and implementation of a Business-Objects based reporting solution by contributing required SAP BW back-end components.

11. Provide knowledge transfer and coaching to CBSA employees.

12. Assist with the development, implementation and support for SAP BW and BPC objects required to support the deliverables including custom BW extractors, Business Add-ins (BADIs), macros, forms, transformations, cubes and queries.

13. Conduct data quality assurance testing, analysis and reconciliation with source activities.

14. Maintain Business Warehouse (BW) process chains.

Technical Environment

a) SAP BusinessObjects
b) Web Intelligence
c) SAP NetWeaver BI
d) SAP Business Warehouse
e) SAP Business Planning & Consolidation
f) SAP HANA
g) SAP ABAP Development including BADIs, SAP ECC 6.0 (and later)
h) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) SAP BW and BPC technical objects required to support project deliverables including custom BW extractors, Business Add-ins (BADIs), Macros, Forms, Transformations, cubes and queries.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

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Resource Category: **ERP Technical Analyst (SAP Security)**

Experience Level: **Level 2**

<u>**Tasks**</u>

1. Work with clients to gather system access and restriction requirements for SAP and non-SAP systems and applications in order to address job creation/change requirements.

2. Provide technical support for solution, including troubleshooting and resolution of security-related issues for assigned systems and applications in compliance with GoC, CBSA, and SAP policies, processes, and standards.

3. Design, develop, test and implement SAP security roles, controls and solutions for both interactive and non-interactive users across the enterprise based on complex business requirements, company policies and standards, and regulatory requirements.

4. Work with clients to ensure that all new/modified security roles are effectively tested and validated as meeting client specified requirements prior to being made available for use within the production environment.

5. Contribute to the definition and implementation of SAP and non-SAP secure configuration parameters.

6. Monitor the system to ensure that the parameters restrict users as defined in client specified requirements.

7. Contribute to the development and implementation of overall enterprise-wide security policies, processes, standards and guidelines.

8. Utilize SAP tools in order to effectively identify potential segregation of duties issues with security roles.

9. Work with business process teams to effectively address security roles, as required, to ensure compliance.

10. Contribute to the design and implementation of effective system and application security controls to mitigate identified risks, monitor existing controls for effectiveness, and recommend changes in controls where required.

11. Perform user maintenance and management activities in all CBSA environments (ABAP and Java stacks).

12. Develop and update IT security documentation including Threat and Risk Assessments as required.

Technical Environment

a) SAP ECC 6.0 (or later)
b) SAP Business Warehouse (BW)
c) SAP BusinessObjects (BOBJ)
d) SAP Process Orchestration (PO)
e) SAP Solution Manager
f) SAP HANA
g) SAP Access Control
h) SAP Cloud (may include)

Deliverables

a) Technical security documentation as required by CBSA's SLMF (Service Life Cycle Management Framework) including CBSA IT Security deliverables.

b) Development, configuration and testing of SAP Security roles and profiles in all above technical environments to meet project timelines.

c) Updated SAP security processes and documentation.

d) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

e) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **ERP Technical Analyst (SAP PO-PI)**

Experience Level: **Level 3**

Tasks

1. Develop or assist with business and functional requirements, project scope, estimates of effort and duration.

2. Translate functional and business requirements into technical requirements.

3. Develop and/or manage technical aspects of application software, user interfaces, and third-party components.

4. Conduct, assist with, and/or manage unit and system tests.

5. Establish technical standards for the technical framework.

6. Define and document interfaces of manual to automated operations within application sub-systems, with external systems, and between new and existing systems.

7. Configure and optimize the SAP NetWeaver Development Infrastructure (NWDI) for SAP Process Orchestration purposes.

8. Develop, configure and/or manage technical aspects of application software, user interfaces, proxies, BPM, iFlows and third-party components.

9. Perform modeling, configuration, development, troubleshooting and support activities of end-to-end business processes exchanging data through SAP Process Orchestration.

10. Conduct and manage unit, system tests and regression tests.

11. Carry out production monitoring, technical support, troubleshooting, and provide resolution for solution.

12. Provide hands-on third-level support for SAP Process Orchestration and NWDI.

13. Implement enhancements and upgrades to remain compatible with the evolving CBSA applications and SAP platform environment.

14. Conduct business process modeling, automation and integration with SAP and non-SAP applications.

Technical Environment

a) SAP NetWeaver Process Orchestration
b) SAP Netweaver Developer Studio
c) SAP NetWeaver Development Infrastructure (NWDI)
d) SAP ECC 6.0
e) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Deliver User interfaces, models, proxies, BPM, iFlows and third-party components meeting user requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

Resource Category: **ERP Technical Analyst (SAP PO/PI)**

Experience Level: **Level 2**

Tasks

1. Develop or assist with business and functional requirements, feasibility, cost, design, and specification documents for ERP systems.

2. Implement ERP systems to support projects, departments, organizations or businesses.

3. Translate ERP business requirements into systems design and specifications.

4. Analyse and recommend alternatives and options for solutions.

5. Develop technical specifications for ERP systems development, design and implementation.

6. Define and document interfaces of manual to automated operations within application sub-systems, with external systems, and between new and existing systems.

7. Develop, configure and/or manage technical aspects of application software, user interfaces, proxies, BPM, iFlows and third-party components.

8. Conduct and manage unit and system tests.

9. Carry out production monitoring, technical support, troubleshooting, and provide resolution for solution.

Technical Environment

a) SAP Netweaver Process Orchestration, NetWeaver Development Studio
b) SAP NetWeaver Development Infrastructure (NWDI)
c) SAP ECC 6.0 and later
d) SAP ABAP
e) Java
f) XML
g) SAP Cloud (may include)

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Deliver User interfaces, models, proxies, BPM, iFlows and third-party components meeting user requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

ASFC - Divulgation en vertu de la loi sur l'Accès à l'information

Resource Category: **Programmer/Software Developer, FI (SAP ABAP)**

Experience Level: **Level 2**

Tasks

1. Day-to-day monitoring and support of business processes.

2. Review and provide analysis on Functional Design Specifications received from business client.

3. Prepare and document impact analysis and work with others as required to identify, analyze and resolve performance problems.

4. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

5. Develop, implement and provide performance tuning of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms).

6. Provide technical advice and knowledge transfer to other programmers Provide early identification of issues that may affect achievement of CBSA's objectives.

7. Provide advice and guidance on documentation activities.

8. Provide demonstrations and code walkthroughs.

9. Conduct formal quality assurance on work being undertaken by the team on an ongoing basis.

10. Perform unit and integration testing.

11. Perform data conversion tasks and loading.

12. Assist in the identification and planning of activities.

13. Assist in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for end-to-end business processes.

14. Provide hands-on day-to-day production and development support for CBSA applications created in SAP ABAP.

15. Develop, test and implement enhancements and fixes to code defects.

16. Create, review and update technical documentation.

Technical Environment

a) SAP FI-CA/PSCD module
b) SAP ABAP development in ECC 6.0
c) SAP ABAP certification (NetWeaver)
d) SAP OSS Notes
e) SAP HANA
f) SAP HCM or SuccessFactors

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Multiple RICEF objects, reports, interfaces, conversions, enhancements and forms meeting client requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

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Resource Category: **Programmer/Software Developer, HR (SAP ABAP)**

Experience Level: **Level 2**

<u>**Tasks**</u>

1. Day-to-day monitoring and support of business processes.

2. Review and provide analysis on Functional Design Specifications received from business client.

3. Prepare and document impact analysis and work with others as required to identify, analyze and resolve performance problems.

4. Write, review and maintain technical documentation in a documentation repository following CBSA coding and naming conventions.

5. Develop, implement and provide performance tuning of ABAP code (reports, interfaces, conversion strategies, enhancements, and smart forms).

6. Provide technical advice and knowledge transfer to other programmers Provide early identification of issues that may affect achievement of CBSA's objectives.

7. Provide advice and guidance on documentation activities.

8. Provide demonstrations and code walkthroughs.

9. Conduct formal quality assurance on work being undertaken by the team on an ongoing basis.

10. Perform unit and integration testing.

11. Perform data conversion tasks and loading.

12. Assist in the identification and planning of activities.

13. Assist in analysis and troubleshooting with non-SAP IT professionals to identify issues, needs and solutions for end-to-end business processes.

14. Provide hands-on day-to-day production and development support for CBSA applications created in SAP ABAP.

15. Develop, test and implement enhancements and fixes to code defects.

16. Create, review and update technical documentation.

Technical Environment

a) SAP FI-CA/PSCD module
b) SAP ABAP development in ECC 6.0
c) SAP ABAP certification (NetWeaver)
d) SAP OSS Notes
e) SAP HANA
f) SAP HCM or SuccessFactors

Deliverables

a) Technical options analyses, impact analyses, design and other documentation (SAP ASAP methodology and CBSA Service Lifecycle Management Framework as appropriate), in MS Office document format.

b) Multiple RICEF objects, reports, interfaces, conversions, enhancements and forms meeting client requirements.

c) Day-to-day or periodic operations procedures in a MS Office document.

d) Weekly production reports indicating: performance issues, volume metrics, scheduled activities, etc.

e) Weekly task progress reports indicating: effort per deliverable, completion status, risks/issues, estimated work remaining, estimated completion date submitted to the Technical Authority.

f) Material and activities required to support knowledge transfer to CBSA employees such as training documentation, operations and troubleshooting procedures, and coaching.

APPENDIX A TO ANNEX A

TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations". Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form, as well as its corresponding proposed resource(s). The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 5 working days (or any longer time period specified in the draft TA) turnaround time to submit a quotation.

2. With each quotation the Contractor must propose the required number of resources and for each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA.   The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:

    (i)   Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).

    (ii)   For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.

    (iii)   For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.

    (iv)   For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.

    (v)   For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

    (vi)   A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which

activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.

4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation may be found to be non-responsive.

5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.

6. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

APPENDIX B TO ANNEX A

TASK AUTHORIZATION FORM

(SEE ATTACHED DOCUMENT)

000166

Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

TASK AUTHORIZATION FORM
FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) **/ PARTIE 1** (complété par le Responsable technique / Chargé du projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat :

Contractor Name / Nom du Contracteur :

Task Authorization (TA) No. Nº de l'autorisation de tâches (AT) :	STOT No. Nº de l'EDT :	Financial Coding Code financier :	Date of Issuance Date d'émission :	Response required by Réponse requise d'ici le :

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / Nº de la modification :

Reason for the Amendment / Raison pour la modification :

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category and Level Catégorie et Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)

See attached / Voir pièce jointe

Period of Services / Période de service:

Initial Start Date / Date de début initiale :   Initial End Date / Date de fin initiale :

Extented End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification):

☐ Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Optional End Date(S) / Date(s) de fin optionnelle(s)	Status / Statut
	O In Effect / en vigueur

Travel Requirement(s) / Exigence(s) de voyage :	n/a
Work Location(s) / Lieu(x) de travail :	

000167

PART 2 (completed by the Contractor and/or the Technical/Project Authority) **/ PARTIE 2** (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

Contractor Resource(s) and Estimated Cost / Ressource(s) du Contracteur et Coût total estimatif

Note: once approved, only the following resources may provide services under this TA. / Nota : une fois approuvée, seules les ressources suivantes peuvent fournir des services sous la présente AT

Name / Nom Category and Level / Catégorie et Niveau	PWGSC Security File No. / N° du dossier de sécurité TPSGC	Linguistic Profile / Profil linguistique	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Estimated Cost / Coût total estimatif
					$0.00
					$0.00
		Estimated Cost / Coût estimatif			**$0.00**
	Total Estimated Travel and Living Cost / Coût total estimatif de voyage et de vie				$0.00
	Total Estimated Cost / Coût total estimatif				**$0.00**

Check applicable Basis of Payment / Cocher la Base de Paiement applicable :	Maximum Price / Prix Maximum :	☐	Firm Price / Prix Ferme :	☐

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the Technical Authority, the representative from the SPD of CBSA and/or the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the Contract.

The client's authorization limit is $300,000. When the value of a TA and its amendments (excluding Applicable Taxes) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, l'autorité technique, le représentant de la DAS de l'ASFC et/ou l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT est conforme aux conditions du contrat.

La limite d'autorisation du client est $300,000. Lorsque la valeur de l'AT et ses modifications (excluant les taxes applicables) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation.

Name of Technical Authority / Nom de l'autorité technique	Date	Name of Contracting Authority / Nom de l'autorité contractante	Date

Signature   Signature

Name of the representative from the SPD of CBSA / Nom d'un représentant de la DAS de l'ASFC	Date

Signature

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

Name and Title of individual authorized to sign on behalf of the Contractor / Nom et titre Signature de la personne autorisée à signer au nom de l'entrepreneur	Signature	Date

APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

		Contractor's Response	
Resource Category: Application/Software Architect, FI (ERP SAP ABAP) – Level 3 Name of Resource:			
#	**Mandatory Technical (MT) Criteria**	**Demonstrated Experience (Contractor to Insert Data)**	**Insert Page # of Resume**
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 15 years prior to the TA issuance date, as an Application Architect designing, developing and implementing SAP financial solutions based on one or more of the following modules: • FI-CO • FI-CA • FM		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 5 years, gained within the last 10 years prior to the TA issuance date, developing and implementing interface solutions to other applications. Note: the bidder must provide a summary (2 to 4 sentences per technology involved) of the solution and interfaces he/she developed.		

Resource Category: Application/Software Architect, FI (ERP SAP ABAP) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing interface solutions using XML and ABAP.	1+ to 5 years = 5 points 5+ = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience developing SAP solutions involving Master Data Management functionality.	1+ to 5 years = 5 points 5+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience integrating SAP solutions with separately-managed applications (i.e., developed and supported by other organizations or teams).	1+ to 5 years = 5 points 5+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience developing SAP PSCD or SAP FI-CA solutions, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience. Note: the Contractor should provide a client reference for each project demonstrated if submitting SAP PSCD experience.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT5	The Contractor should demonstrate that the proposed resource has experience developing and supporting interfaces using web service methodologies	1+ to 3 years = 3 points 3+ years = 5 points	5	

Resource Category: Application/Software Architect, FI (ERP SAP ABAP) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT6	The Contractor should demonstrate that the proposed resource has experience developing and supporting interfaces using EMIGALL.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years from the original bid closing date, a SAP ABAP certification. Note: a copy of the certification should be provided.	SAP ABAP certification = 5 points	5	
		Total Available points:	60	
	Minimum Total Overall Points Required to be declared responsive:		36	
		Total achieved:		

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of SAP system administration (BASIS) experience.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience designing and implementing one or more new SAP implementation(s) including: • planning and sizing the technical landscape(s) (all states); and • installing, configuring and integrating components and modules and 5 or more of the following tasks: • load balancing, failover and recoverability • change management and maintenance strategy • central user administration • securing • performance and load testing • backup and restore • implementing and stabilizing production to maximize performance Note: The minimum duration of a qualifying project is 18 months. The Contractor must submit one project of 3 or more years in duration; or two separate projects each of at least 18 months in duration.		

Resource Category: Application/Software Architect (SAP BASIS) – Level 3 Name of Resource:			

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, in one or both of the following tasks: • installing, integrating and stabilizing new SAP software modules into an existing SAP implementation • planning, analyzing and executing a significant SAP technical upgrade* *A significant SAP technical upgrade is a periodic project that is implemented across companies to upgrade their SAP system (SAP Version or EHP, or both) to the latest released version. The upgrade requires analysis, planning and preparation by the technical team. The technical activities involve a number of sequenced steps, many checks and testing. The implementation requires monitoring once in production and may require further stabilization activities.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience gained within the last 10 years prior to the TA issuance date, with SAP Solution Manager including: • configuration; • support and maintenance; and • support of the ChaRM tool.		

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT5	The Contractor must demonstrate that the proposed resource has a minimum of 8 years of experience, gained within the last 15 years prior to the TA issuance date, providing SAP BASIS third-level support including all of the following tasks within high volume* environments: • monitoring • maintaining and troubleshooting servers • communications • security • business processes • transports and database • analyzing and interpreting logs • developing and implementing scripts to automate routine tasks *High volume is defined as 300 or more concurrent users.		

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience performing SAP BASIS support including all of the following tasks in a complex* environment: • monitoring • maintaining and troubleshooting servers • communications • security • business processes • transports and database • analyzing and interpreting logs • developing and implementing scripts to automate routine tasks *Complex is defined as having 3 or more characteristics such as: spanning multiple SAP applications/interfaces, different OS platforms (i.e., Windows and UNIX/LINUX), numerous cross-enterprise processes, may include multiple database platforms, stacks, and multiple SAP landscapes. Note: the Contractor must provide a description of the environment to explain its complexity.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience optimizing and supporting Sybase databases in a production environment.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience optimizing and supporting HANA databases in a production environment.	1+ to 2 years = 5 points 2+ to 3 years = 8 points 4+ years = 10 points	10	

Resource Category: Application/Software Architect (SAP BASIS) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT4	The Contractor should demonstrate that the proposed resource has experience implementing and providing technical BASIS support for SAP Business Warehouse or SAP Business Objects (BOBJ), or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 5 years = 5 points 5+ to 10 years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has experience mentoring and coaching other technical staff providing BASIS, Solution Manager or Redwood technical support. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a System Administration with SAP NetWeaver certification. Note: a copy of the certification should be provided.	System Administration with SAP NetWeaver certification = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained a SAP HANA certification. Note: a copy of the certification should be provided.	SAP HANA certification = 5 points	5	
	Total Available points:		60	
	Minimum Total Overall Points Required to be declared responsive:		36	
	Total achieved:			

Resource Category: ERP System Analyst (SAP BASIS Database Analyst) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of SAP system administration (BASIS) experience, gained within last 10 years prior to the TA issuance date, working with SAP NetWeaver, ABAP and Java stacks.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, installing, configuring and optimizing SAP database and application servers to maximize system performance and availability.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, performing SAP BASIS support including all of the following tasks: • system monitoring • maintaining and troubleshooting servers • communications • perform backups, restores and refreshes of database and application servers • transports and database • analyzing and interpreting logs • developing and implementing scripts to automate routine tasks • developing/implementing solutions to address issues		

Contract Number:	Amendment Number:	Buyer ID:
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Resource Category: ERP System Analyst (SAP BASIS Database Analyst) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience in installation, technical configuration, maintenance and administration of SAP Business Warehouse.	1+ to 3 years = 5 points 3+ to 7 years = 10 points 7+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience in maintenance, support and administration for SAP Solution Manager.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has 3 or more years of experience in maintaining, supporting and administering any of the following: • SAP BI Suite including Business Objects or BPC, or both • SAP Redwood Scheduler • SAP PO/PI Each bullet should be demonstrated once. No bonus points for demonstrating the same bullet more than once.	SAP BI Suite including Business Objects or BPC, or both = 5 points SAP Redwood Scheduler = 5 points SAP PO/PI = 5 points	15	
RT4	The Contractor should demonstrate that the proposed resource has all the following experience: • analyzing SAP OSS Notes and enhancements packs to determine the applicability and impact to the SAP environment • developing a strategy to implement the OSS Notes • testing and implementing the implemented change(s)	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has SAP system administration (BASIS) experience working with SAP HANA.	1+ to 2 years = 3 points 2+ to 5 years = 8 points 5+ years = 10 points	10	

Contract Number:	Amendment Number:	Buyer ID:
47419-252068/001/EL		640EL

Resource Category: ERP System Analyst (SAP BASIS Database Analyst) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT6	The Contractor should demonstrate that the proposed resource has SAP system administration (BASIS) experience working with Sybase.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a System Administration with SAP NetWeaver certification. Note: a copy of the certification should be provided.	System Administration with SAP NetWeaver certification = 5 points	5	
	Total Available points:		70	
	Minimum Total Overall Points Required to be declared responsive:		42	
	Total achieved:			

Resource Category: ERP System Analyst (SAP BI) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of experience, gained within the last 15 years prior to the TA issuance date, developing and implementing SAP-based solutions using SAP BW and including all of the following BW object types: • InfoCubes • Multiproviders • DataStore Objects • InfoSet Queries • Transformations • Planning components • Extractors • Bex Queries/Web Templates		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of experience, gained within the last 15 years prior to the TA issuance date, as the senior technical resource* performing all of the following activities: • data extraction • data quality assurance • identifying solutions for data problems *Senior technical resource is defined as an individual with a high level of technical expertise on the team, and the lead person on troubleshooting and resolving BI data issues.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, prior to the TA issuance date, developing and implementing a customized SAP Business Planning & Consolidation (BPC) solution which contains both of the following: • Custom Forms • Custom Visual Basic Macros		

Resource Category: ERP System Analyst (SAP BI) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience developing SAP BW solutions for data contained in each of the following SAP modules: • FI-CO • HR • FM		

Contract Number:	Amendment Number:	Buyer ID:
47419-252068/001/EL		640EL

Resource Category: ERP System Analyst (SAP BI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing and implementing BAdI's for BW.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience developing and implementing a custom security solution for BW, or BPC, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT3	The Contractor should demonstrate that the proposed resource has experience* developing SAP BW solutions for data contained in the following SAP modules: • FI-CA • MM • SD No bonus points for demonstrating the same module more than once. *To qualify, the resource must have worked on the referenced project for a minimum of 6 consecutive months in duration. Overlapping projects will be accepted provided each project meets the criterion.	FI-CA = 5 points MM = 10 points SD = 10 points	25	
RT4	The Contractor should demonstrate that the proposed resource has experience developing and implementing BAdI's for BPC.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	

Resource Category: ERP System Analyst (SAP BI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT5	The Contractor should demonstrate that the proposed resource has experience developing ABAP solutions.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date a SAP NetWeaver BI certification. Note: a copy of the certification should be provided.	SAP NetWeaver BI certification = 5 points	5	
RT7	The Contractor should demonstrate that the proposed resource has obtained a SAP HANA certification. Note: a copy of the certification should be provided.	SAP HANA certification = 5 points	5	
	Total Available points:		90	
	Minimum Total Overall Points Required to be declared responsive:		54	
	Total achieved:			

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Resource Category: ERP System Analyst (SAP BI) – Level 2
Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, supporting and maintaining SAP-based solutions using SAP BW and including 5 or more of the following BW object types: • InfoCubes • Multiproviders • DataStore Objects • InfoSet Queries • Transformations • Extractors • Bex Queries/Web Templates		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, supporting all of the following activities: • data modeling • data extraction • data quality assurance • monitoring and production support • identifying solutions for data problems		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, preparing and maintaining all of the following technical documentation: • technical design specifications • test scripts • test reports • production support documentation		

Resource Category: ERP System Analyst (SAP BI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing and implementing BAdI's for BW.	1+ to 4 years = 5 points 4+ to 6 years = 10 points 6+ years = 15	15	
RT2	The Contractor should demonstrate that the proposed resource has experience over and above the minimum 5 years supporting and maintaining SAP-based solutions using SAP BW and including 5 or more of the following BW object types: • InfoCubes • Multiproviders • DataStore Objects • InfoSet Queries • Transformations • Extractors • Bex Queries/Web Templates	5+ to 6 years = 3 points 6+ to 8 years = 6 points 8+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience over and above the minimum 5 years supporting all of the following activities: • data modeling • data extraction • data quality assurance • monitoring and production support • identifying solutions for data problems	5+ to 6 years = 4 points 6+ to 8 years = 8 points 8+ years = 10 points	10	

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Resource Category: ERP System Analyst (SAP BI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT4	The Contractor should demonstrate that the proposed resource has experience* developing SAP BW solutions for data contained in the following SAP modules: • FI-CO • HR • FM Modules should only be demonstrated once. No bonus points for demonstrating the same module more than once. *To qualify, the resource must have worked on the referenced project for a minimum of 6 consecutive months in duration.	• FI-CO = 5 points • HR = 5 points • FM = 5 points	15	
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date a SAP NetWeaver BI certification. Note: a copy of the certification should be provided.	SAP NetWeaver BI certification = 5 points	5	
	Total Available points:		55	
	Minimum Total Overall Points Required to be declared responsive:		33	
	Total achieved:			

Resource Category: ERP Technical Analyst (SAP Security) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, in building and maintaining SAP security roles, including composite roles. Note: the Contractor must provide a reference for each project.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, gained within the last 5 years prior to the TA issuance date, analyzing and migrating security and authorizations during an upgrade.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, analyzing and applying Online SAP Support Notes (OSS Notes) to SAP security.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, analyzing and implementing security and authorizations on an SAP Java-based system.		

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Resource Category: ERP Technical Analyst (SAP Security) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has hands-on experience with advanced* SAP security topics, administration and best practices. *Advanced SAP security topics may include, without being limited to, any of the following: • USOBX table maintenance • creation of 'firefighter' roles • securing tables with s_tabu_dis and s_tabu_nam • authorization debugging • parameter transactions • organizational fields and derived roles	1+ to 3 years = 3 points 3+ to 5 years = 7 points 5+ years = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience gathering/interpreting general functional business access requirements, conducting analysis and defining an appropriate SAP security solution including all business and support roles.	1+ to 3 years = 3 points 3+ to 5 years = 7 points 5+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience with SAP security on a HANA platform.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT4	The Contractor should demonstrate that the proposed resource has experience with SAP security for both Business Objects (BOBJ) and SAP Business Warehouse. Only the duration of time period when the proposed resource worked on both BOBJ and SAP Business Warehouse will be counted toward the resource's length of experience.	1+ to 3 years = 3 points 3+ years = 5 points	5	

Resource Category: ERP Technical Analyst (SAP Security) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT5	The Contractor should demonstrate that the proposed resource has experience creating, testing and implementing custom SAP security solutions which include User Exits and exception handling.	1+ to 5 years = 5 points 5+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date a SAP Security certification. Note: a copy of the certification should be provided.	SAP Security certification = 5 points	5	
		Total Available points:	45	
	Minimum Total Overall Points Required to be declared responsive:		27	
		Total achieved:		

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 10 years of experience, gained within the last 15 years prior to the TA issuance date, in a technical hands-on capacity working with SAP technologies.		
MT2	Using a minimum of two different SAP projects*, the Contractor must demonstrate that the proposed resource has at least 5 years of experience, gained within the last 10 years prior to the TA issuance date, in performing the implementation or upgrade, or both, of either the SAP Process Orchestration module or the Process Integration (PO/PI) module. *To qualify, the resource must have worked on the referenced SAP projects for a minimum of 9 consecutive months in duration.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, designing, developing, testing and implementing SAP PO or PI* interfaces, work flows and end-to-end business processes for integrating SAP solutions and external non-SAP based applications. *Note: at least one project on which the resource has worked for a minimum duration of 12 consecutive months must be designing, developing, testing and implementing SAP PO.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience providing day-to-day production support, troubleshooting SAP PO/PI and resolving incidents involving queues, messages and business processes running in production.		

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has direct* experience working with JMS Adapters and file adapters. *Direct experience working with JMS Adapters and file adapters includes two or more of the following activities: • implementing • troubleshooting • configuring • supporting	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience designing, developing and implementing SAP solutions involving web services and proxies.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT3	The Contractor should demonstrate using a minimum of two different SAP projects*, that the proposed resource has experience performing the installation and setup and/or the upgrade of the SAP NetWeaver Development Infrastructure. *To qualify, the resource must have worked on the referenced SAP projects for a minimum of 12 consecutive months in duration and wo or more of the following: • Design Time Repository • Component Build Service • Change Management Service • System Landscape Directory • SAP NetWeaver Development Studio	Less than 2 projects = 0 point 2 projects = 5 points 3+ projects = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience developing ABAP solutions.	1+ to 3 years = 5 points 3+ years = 10 points	10	

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date, a SAP Process Integration certification or a SAP Process Orchestration certification. Note: a copy of the certification should be provided.	SAP Process Integration certification or a SAP Process Orchestration certification = 5 points	5	
	Total Available points:		55	
	Minimum Total Overall Points Required to be declared responsive:		33	
	Total achieved:			

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, in a technical hands-on capacity working with SAP technologies.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, gained within the last 10 years prior to the TA issuance date, developing, testing and implementing SAP PO/PI interfaces and end-to-end business processes.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 2 years of experience, prior to the TA issuance date, providing day-to-day support, troubleshooting SAP PO/PI and resolving incidents involving queues, messages and business processes.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, prior to the TA issuance date, writing and maintaining documentation including all the following: • technical design specifications • test scripts • reports		

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Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience over and above the minimum of 2 years developing, testing and implementing SAP PO/PI interfaces and end-to-end business processes.	2+ to 4 years = 5 points 4+ to 6 years = 10 points 6+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience over and above the minimum of 2 years providing day-to-day support, troubleshooting SAP PO/PI and resolving incidents involving queues, messages and business processes.	2+ to 4 years = 5 points 4+ to 6 years = 10 points 6+ years = 15 points	15	
RT3	The Contractor should demonstrate that the proposed resource has direct* experience working with Java Message Service (JMS) Adapters and file adapters. *Direct experience working with JMS Adapters and file adapters includes two or more of the following activities: • implementing • troubleshooting • configuring • supporting	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience designing, developing, testing and implementing SAP solutions involving web services and proxies.	1+ to 3 years = 5 points 3+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 10 years prior to the TA issuance date, a SAP Process Integration certification or a SAP Process Orchestration certification.	SAP Process Integration certification or a SAP Process Orchestration certification = 5 points	5	

Resource Category: ERP Technical Analyst (SAP PO-PI) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
	Note: a copy of the certification should be provided.			
Total Available points:			55	
Minimum Total Overall Points Required to be declared responsive:			33	
Total achieved:				

Resource Category: Programmer/Software Developer, FI (SAP ABAP) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, using Advanced Business Application Programming (ABAP) object oriented programming techniques.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience, gained within the last 5 years prior to the TA issuance date, developing ABAP code for the SAP Financial Accounting (FI) module.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, analyzing and applying Online SAP Support Notes (OSS Notes) to SAP ABAP code problems.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, providing day-to-day production support of SAP business processes for a business-critical SAP application including all of the following activities: • performing daily system checks • handling and resolving system and customer tickets • monitoring messages, jobs and process chains • checking system performance • performance tuning • analyzing problems using ABAP Dump Analysis (ST22) • Writing Online Service System OSS messages to SAP		

TBIPS Category: Programmer/Software Developer, FI (SAP ABAP) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience planning and developing inbound and outbound SAP interfaces.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience developing SAP Smart Forms.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience with the ABAP Debugger tool that is available in SAP.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience in unit and integration testing in a SAP environment.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has experience with SAP version ECC 6.0 or HANA, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a SAP ABAP certification. Note: a copy of the certification should be provided.	SAP ABAP certification = 5 points	5	
		Total Available points:	55	
	Minimum Total Overall Points Required to be declared responsive:		33	
		Total achieved:		

Contract Number: 47419-252068/001/EL	Amendment Number:	Buyer ID: 640EL

Resource Category: Application/Software Architect, HR (ERP SAP ABAP) – Level 3

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 15 years prior to the TA issuance date, as an Application Architect designing, developing and implementing SAP human resource (HR) solutions based on the SAP Human Capital Management (HCM) module and/or SAP SuccessFactors.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience, gained within the last 15 years prior to the TA issuance date, developing, implementing and supporting SAP human resource solutions for E-Recruitment.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years, gained within the last 10 years prior to the TA issuance date, developing and implementing interface solutions to other applications. Note: the Contractor must provide a summary (2 to 4 sentences per technology involved) of the solution and interfaces he/she developed.		

Resource Category: Application/Software Architect, HR (ERP SAP ABAP) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience developing interface solutions using ABAP.	1+ to 5 years = 5 points 5+ to 10 years = 10 points 10+ years = 15 points	15	
RT2	The Contractor should demonstrate that the proposed resource has experience integrating SAP solutions with separately-managed applications (i.e., developed and supported by other organizations or teams).	1+ to 5 years = 5 points 5+ to 10 years = 12 points 10+ years = 15 points	15	
RT3	The Contractor should demonstrate that the proposed resource has experience developing SAP HCM or SAP SuccessFactors solutions, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	5+ to 10 years = 5 points 10+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience integrating SAP Business Workflows into SAP business processes.	1+ to 3 years = 3 points 3+ years = 5 points	5	
RT5	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a SAP ABAP or SAP SuccessFactors certification. Note: a copy of the certification should be provided.	SAP ABAP or SAP SuccessFactors certification = 5 points	5	
		Total Available points:	50	
	Minimum Total Overall Points Required to be declared responsive:		30	

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Resource Category: Application/Software Architect, HR (ERP SAP ABAP) – Level 3

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
		Total achieved:		

Resource Category: Programmer/Software Developer, HR (SAP ABAP) – Level 2

Name of Resource:

#	Mandatory Technical (MT) Criteria	Contractor's Response	
		Demonstrated Experience (Contractor to Insert Data)	Insert Page # of Resume
MT1	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, using Advanced Business Application Programming (ABAP) object oriented programming techniques.		
MT2	The Contractor must demonstrate that the proposed resource has a minimum of 3 years of experience, gained within the last 5 years prior to the TA issuance date, developing ABAP code for the SAP Human Capital Management (HCM) or SAP SuccessFactors module.		
MT3	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, analyzing and applying Online SAP Support Notes (OSS Notes) to SAP ABAP code problems.		
MT4	The Contractor must demonstrate that the proposed resource has a minimum of 5 years of experience, gained within the last 10 years prior to the TA issuance date, providing day-to-day production support of SAP business processes for a business-critical SAP application including all of the following activities: • performing daily system checks • handling and resolving system and customer tickets • monitoring messages, jobs and process chains • checking system performance • performance tuning • analyzing problems using ABAP Dump Analysis (ST22) • Writing Online Service System OSS messages to SAP		

TBIPS Category: Programmer/Software Developer, HR (SAP ABAP) – Level 2

Name of Resource:

#	Rated Technical Criteria	Scoring Methodology	Points Max	Cross Reference to proposal (Page #)
RT1	The Contractor should demonstrate that the proposed resource has experience planning and developing inbound/outbound SAP interfaces.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT2	The Contractor should demonstrate that the proposed resource has experience developing SAP Smart Forms.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT3	The Contractor should demonstrate that the proposed resource has experience with the ABAP Debugger tool that is available in SAP.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT4	The Contractor should demonstrate that the proposed resource has experience in unit and integration testing in a SAP environment.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT5	The Contractor should demonstrate that the proposed resource has experience with SAP version ECC 6.0 or HANA, or both. The duration of any overlapping time period will be counted only once toward the resource's length of experience.	1+ to 3 years = 3 points 3+ to 7 years = 7 points 7+ years = 10 points	10	
RT6	The Contractor should demonstrate that the proposed resource has obtained within the last 12 years prior to the TA issuance date, a SAP ABAP or SAP SuccessFactors certification. Note: a copy of the certification should be provided.	SAP ABAP or SAP SuccessFactors certification = 5 points	5	
	Total Available points:		55	
	Minimum Total Overall Points Required to be declared responsive:		33	
	Total achieved:			

APPENDIX D TO ANNEX A

CERTIFICATIONS AT THE TA STAGE

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the Contractor's quotation when it is submitted to Canada.

1.   CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all the information provided in the résumés and supporting material proposed for completing the subject work, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Contractor to be true and accurate. Furthermore, the Contractor warrants that every individual proposed by the Contractor for the requirement is capable of performing the Work described in the Task Authorization.

_____   _____

Print name of authorized individual & sign above   Date

2.   CERTIFICATION OF AVAILABILITY OF PERSONNEL

The Contractor certifies that, should it be authorized to provide services under this Task Authorization, the persons proposed in the quotation will be available to commence performance of the work within a reasonable time from the date of issuance of the valid Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

_____   _____

Print name of authorized individual & sign above   Date

3.   CERTIFICATION OF STATUS OF PERSONNEL

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract Period the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

_____   _____

Print name of authorized individual & sign above   Date

4.   CERTIFICATION OF LANGUAGE - English or Bilingual

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are

[Option 1 - Unilingual English] fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

[Option 2 - Bilingual] fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

_____   _____

Print name of authorized individual & sign above   Date

ANNEX B

BASIS OF PAYMENT

INITIAL CONTRACT PERIOD (2 YEARS):

Initial Contract Period		
Resource Category	**Level of Expertise**	**Firm Per Diem Rate**
Application/Software Architect, FI (ERP SAP ABAP)	Level 3	
Application/Software Architect, HR (ERP SAP ABAP)	Level 3	
Application/Software Architect (SAP BASIS)	Level 3	
ERP System Analyst (SAP BASIS Database Analyst)	Level 2	
ERP System Analyst (SAP BI)	Level 3	
ERP System Analyst (SAP BI)	Level 2	
ERP Technical Analyst (SAP Security)	Level 2	
ERP Technical Analyst (SAP PO-PI)	Level 3	
ERP Technical Analyst (SAP PO-PI)	Level 2	
Programmer/Software Developer, FI (SAP ABAP)	Level 2	
Programmer/Software Developer, HR (SAP ABAP)	Level 2	

OPTION PERIOD 1 (2 YEARS):

Option Period 1		
Resource Category	**Level of Expertise**	**Firm Per Diem Rate**
Application/Software Architect, FI (ERP SAP ABAP)	Level 3	
Application/Software Architect, HR (ERP SAP ABAP)	Level 3	
Application/Software Architect (SAP BASIS)	Level 3	
ERP System Analyst (SAP BASIS Database Analyst)	Level 2	
ERP System Analyst (SAP BI)	Level 3	
ERP System Analyst (SAP BI)	Level 2	
ERP Technical Analyst (SAP Security)	Level 2	
ERP Technical Analyst (SAP PO-PI)	Level 3	
ERP Technical Analyst (SAP PO-PI)	Level 2	
Programmer/Software Developer, FI (SAP ABAP)	Level 2	
Programmer/Software Developer, HR (SAP ABAP)	Level 2	

OPTION PERIOD 2 (2 YEARS):

Option Period 2		
Resource Category	**Level of Expertise**	**Firm Per Diem Rate**
Application/Software Architect, FI (ERP SAP ABAP)	Level 3	
Application/Software Architect, HR (ERP SAP ABAP)	Level 3	
Application/Software Architect (SAP BASIS)	Level 3	
ERP System Analyst (SAP BASIS Database Analyst)	Level 2	
ERP System Analyst (SAP BI)	Level 3	
ERP System Analyst (SAP BI)	Level 2	
ERP Technical Analyst (SAP Security)	Level 2	
ERP Technical Analyst (SAP PO-PI)	Level 3	
ERP Technical Analyst (SAP PO-PI)	Level 2	
Programmer/Software Developer, FI (SAP ABAP)	Level 2	
Programmer/Software Developer, HR (SAP ABAP)	Level 2	

ANNEX C

SECURITY REQUIREMENTS CHECK LIST

(SEE ATTACHED DOCUMENT)

000207

COMMON-PS-SRCL#19

Government **Gouvernement** of Canada du Canada	**Contract Number / Numéro du contrat** 47419-252068
	Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine *CBSA*	2. Branch or Directorate / Direction générale ou Direction *ISTB / BASD*
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant

4. Brief Description of Work / Brève description du travail

Establish a multi-year IT Professional Services supply arrangement for the use of the SAP Competency Centre.

5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	✓ No Non	Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Réglement sur le contrôle des données techniques?	✓ No Non	Yes Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	No Non	✓ Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	✓ No Non	Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	✓ No Non	Yes Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada	✓	NATO / OTAN		Foreign / Étranger	

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions Aucune restriction relative à la diffusion	✓	All NATO countries Tous les pays de l'OTAN		No release restrictions Aucune restriction relative à la diffusion	
Not releasable À ne pas diffuser					
Restricted to: / Limité à :		Restricted to: / Limité à :		Restricted to: / Limité à :	
Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :	

7. c) Level of information / Niveau d'information

PROTECTED A PROTÉGÉ A	✓	NATO UNCLASSIFIED NATO NON CLASSIFIÉ		PROTECTED A PROTÉGÉ A	
PROTECTED B PROTÉGÉ B	✓	NATO RESTRICTED NATO DIFFUSION RESTREINTE		PROTECTED B PROTÉGÉ B	
PROTECTED C PROTÉGÉ C	✓	NATO CONFIDENTIAL NATO CONFIDENTIEL		PROTECTED C PROTÉGÉ C	
CONFIDENTIAL CONFIDENTIEL	✓	NATO SECRET NATO SECRET		CONFIDENTIAL CONFIDENTIEL	
SECRET SECRET	✓	COSMIC TOP SECRET COSMIC TRÈS SECRET		SECRET SECRET	
TOP SECRET TRÈS SECRET				TOP SECRET TRÈS SECRET	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)				TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED

Canadä

000208

COMMON-PS-SRCL#19

Government of Canada **Gouvernement du Canada**

Contract Number / Numéro du contrat
47419-252068
Security Classification / Classification de sécurité UNCLASSIFIED

PART A *(continued)* **/ PARTIE A** *(suite)*

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
   Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
   If Yes, indicate the level of sensitivity:
   Dans l'affirmative, indiquer le niveau de sensibilité :   ☑ No / Non   ☐ Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
   Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?   ☑ No / Non   ☐ Yes / Oui

   Short Title(s) of material / Titre(s) abrégé(s) du matériel :
   Document Number / Numéro du document .

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

   ☑ RELIABILITY STATUS / COTE DE FIABILITÉ   ☑ CONFIDENTIAL / CONFIDENTIEL   ☑ SECRET / SECRET   ☐ TOP SECRET / TRÈS SECRET

   ☐ TOP SECRET– SIGINT / TRÈS SECRET – SIGINT   ☐ NATO CONFIDENTIAL / NATO CONFIDENTIEL   ☐ NATO SECRET / NATO SECRET   ☐ COSMIC TOP SECRET / COSMIC TRÈS SECRET

   ☐ SITE ACCESS / ACCÈS AUX EMPLACEMENTS

   Special comments:
   Commentaires spéciaux : _____

   NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
   REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
   Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?   ☑ No / Non   ☐ Yes / Oui

   If Yes, will unscreened personnel be escorted?
   Dans l'affirmative, le personnel en question sera-t-il escorté?   ☑ No / Non   ☐ Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS   /   RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
   Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?   ☑ No / Non   ☐ Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
   Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?   ☑ No / Non   ☐ Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
   Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?   ☑ No / Non   ☐ Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA   /   SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
   Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?   ☑ No / Non   ☐ Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
   Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?   ☑ No / Non   ☐ Yes / Oui

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PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
Information / Assets Renseignements / Biens																
Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? ☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? ☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

COMMON-PS-SRCL#19

Government of Canada **Gouvernement du Canada**

Contract Number / Numéro du contrat
47419-252068
Security Classification / Classification de sécurité
UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
SYLVIE GINGRAS	DIRECTOR, ISTB	*Sylvie Gingras*

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
(343) 291-5315	(866) 335-3237	SYLVIE.GINGRAS@CBSA-ASFC.GC.CA	April 30, 2018

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Stephane Lafontaine	Security Specialist	

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
343 291 7776		Stephane.lafontaine@cbsa.asfc.gc.ca	3.5.2018

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? ☐ No / Non ☐ Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Ivy Pui	Supply Specialist	Pui, Ivy — Digitally signed by Pui, Ivy Date: 2019.08.01 14:04:19 -04'00'

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
613-858-9873		ivy.pui@tpsgc-pwgsc.gc.ca	

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
		Saumur, Jacques O — Digitally signed by Saumur, Jacques O DN: c=CA, o=GC, ou=PWGSC-TPSGC, cn=Saumur, Jacques O Date: 2017.02.02 13:38:31 -05'00'

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

Jacques Saumur
Contract Security Officer
Contracts Security Division|Division des contrats sécurité /
Contract Security Program|Programme de sécurité des contrats /
Public Services and Procurement Canada| Services publics et Approvisionnement Canada
Jacques.Saumur@tpsgc-pwgsc.gc.ca
Telephone | Téléphone 613-948-1732
Facsimile | Télécopieur 613-948-1712

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

000211

SECURITY CLASSIFICATION GUIDE

The purpose of the Security Classification Guide is to clarify the multiple levels of security screening identified under Part B of the Security Requirements Check List (SRCL) described in Annex C. In addition to the Contractor and its resources' obligation to comply with the provisions of the SRCL described in Annex C, the following must be adhered to:

1. Personnel security screening level requirements for **No Security**
    - Resources who do not hold a valid personnel security screening, must not have or be given access to Protected, Confidential or Secret documents. Resources must also be escorted while on site.

2. Personnel security screening level requirements for **Reliability Status**
    - Resources who hold a valid personnel security screening only at the level of RELIABILITY STATUS must not have or be given access to Confidential or Secret documents.

3. Personnel security screening level requirements for **Confidential**
    - Resources who hold a valid personnel security screening only at the level of CONFIDENTIAL must not have or be given access to Secret documents.

4. Personnel security screening level requirements for **Secret**
    - Resources who hold a valid personnel security screening only at the level of SECRET must not have or be given access to Top Secret documents.

5. Personnel security screening level requirements for **various provisions**
    - For Task Authorizations where there are multiple associated security provisions (No Security, Reliability, Secret), the Task Authorization will identify the personnel security screening required for each portion of the work.
    - It is the Project Authority's and Contractor's responsibility to ensure that the resources do not have or be given access to documents for which they do not hold the appropriate personnel security screening level.

6. Information classified at the level of **Protected A**, **Protected B** or **Confidential** must be properly marked and can only be sent/shared electronically once encrypted for the recipients.

7. Information classified at the level of **Secret** must be properly marked and cannot be sent electronically. All Secret information and/or documents must be saved to a CBSA approved encrypted USB device and delivered to the recipient using an approved security cleared courier.

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

TASK AUTHORIZATION FORM
FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) / **PARTIE 1** (complété par le Responsable technique / Chargé du projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat :	47419-252068/001/EL
REQ#	1000349058
Contractor Name / Nom du Contracteur :	**TEK Systems**

Task Authorization (TA) No. N° de l'autorisation de tâches (AT) :	Commitment No. N° de l'engagement :	Financial Coding Code financier :	Date of Issuance Date d'émission :	Response required by Réponse requise d'ici le :
2020001321		192060060	2019-10-02	2019-10-08

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / N° de la modification :

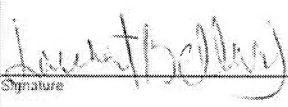Reason for the Amendment / Raison pour la modification :

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category and Level Catégorie et Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis
Application/Software Architect (SAP BASIS) Level 3		English	Reliability / Fiabilité
Application/Software Architect (SAP BASIS) Level 3		English	Secret

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)

See attached / Voir pièce jointe

Period of Services / Période de service:

Initial Start Date / Date de début initiale :	**03-Oct-2019**	Initial End Date / Date de fin initiale :	**04-Aug-2021**

Extented End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification):

☐ Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Optional End Date(S) / Date(s) de fin optionnelle(s)	Status / Statut
	O In Effect / en vigueur

Travel Requirement(s) / Exigence(s) de voyage :	n/a
Work Location(s) / Lieu(x) de travail :	355 N River Rd Ontario

PART 2 (completed by the Contractor and/or the Technical/Project Authority) / **PARTIE 2** (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

Contractor Resource(s) and Estimated Cost / Ressource(s) du Contracteur et Coût total estimatif

Note: once approved, only the following resources may provide services under this TA. / Nota : une fois approuvée, seules les ressources suivantes peuvent fournir des services sous la présente AT

Name / Nom Category and Level / Catégorie et Niveau	PWGSC Security File No. / N° du dossier de sécurité TPSGC	Linguistic Profile / Profil linguistique	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Estimated Cost / Coût total estimatif
Application/Software Architect (SAP BASIS) Level 3	95788753	English			$558,500.00
Application/Software Architect (SAP BASIS) Level 3	95094567	English			$558,500.00
				Estimated Cost / Coût estimatif	$1,117,000.00
			Total Estimated Travel and Living Cost / Coût total estimatif de voyage et de vie		$0.00
				Total Estimated Cost / Coût total estimatif	$1,117,000.00

Check applicable Basis of Payment / Cocher la Base de Paiement applicable :	Maximum Price / Prix Maximum :	[x]	Firm Price / Prix Ferme :	[ ]

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the authorized client authority and/or the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the Contract.

The client's authorization limit is ▓▓▓▓. When the value of a TA and its amendments (excluding Applicable Taxes) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et/ou l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT est conforme aux conditions du contrat.

La limite d'autorisation du client est ▓▓▓▓. Lorsque la valeur de l'AT et ses modifications (excluant les taxes applicables) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation

Laurent Bellard	2019-10-02	Sylvie Morin	
Name of Authorized Client / Nom du client autorisé	Date	Name of Contracting Authority / Nom de l'autorité contractante	Date

signature

Signature

Morin, Sylvie Digitally signed by Morin, Sylvie
Date: 2019.10.02 11:08:55 -04'00'

Signature

Linda Abboud

Name of the representative from the SPD of CBSA /
Nom d'un représentant de la DAS de l'ASFC | Date

ABBOUD LINDA Digitally signed by ABBOUD LINDA
DN: c=ca, o=gc, ou=ccra-adrc, ou=PERSONNEL,
cn=ABBOUD LINDA, serialNumber=2017264160441093
Date: 2019.10.02 10:30:59 -04'00'

Signature

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

George Fraser, Account Manager	*signature*	2019-10-02
Name and Title of individual authorized to sign on behalf of the Contractor / Nom et titre Signature de la personne autorisée à signer au nom de l'entrepreneur	Signature	Date